DATA MINING (DM) TRAINING

Please dial in to join us.

Commercial 1-301-909-7349

OR

DSN 312-434-7349

Access Code: 35200666#

Help and Support

PCOLS Help Desk

Phone: 800-376-7783, com 269-961-7307, or DSN 661-[illegible]

Email: dlacontactcenter@dla.mil

Operation Hours: 24x7

PCOLS DAU Continuous Learning Module CLG005

http://icatalog.dau.mil/onlinecatalog/courses.aspx?crs_id=1704

Contains: Role-Based Training for PCOLS

PCOLS Website at DAU Acquisition Community Connection (ACC)

https://acc.dau.mil/pcols

Contains: Interactive Tutorials, Frequently Asked Questions (FAQs), System User Manuals
milConnect link for Work Address Update
RAPIDS link for email address Update

DM Overview

Data Mining Application

Goals of DM

- Address the policy compliance and internal control issues identified by:
  - Purchase Card Policy Office (PCPO)
  - Government Accountability Office (GAO)
  - DoD Inspector General (DoDIG)

Goals of DM (contd.)

- Complete a suite of Purchase Card On-line System (PCOLS) applications to supplement internal control capabilities
  - Enterprise Monitoring and Management of Accounts (EMMA)
  - Authorization, Issuance and Maintenance (AIM)
  - Data Mining (DM)
  - Risk Assessment Dashboard (RAD)
  - PCOLS Reporting

Data Mining Overview

- Data Mining Application…
  - Reviews 100% of the purchase card transactions.
    - *Each transaction is assigned a score by the Risk Predictive Model.*
    - *High risk transactions and a statistically based sample of random transactions are referred for review.*
    - *The Case Manager interprets the referred transactions and creates specific cases that are assigned to the Approving/Billing Officials for review.*
      - Through the use of the Case Manager Interview Process, the A/BO or the A/BO Supervisor demonstrates that due diligence is exercised in the review of the referred transactions.
      - The interview process records information related to the data provided to support the validity of the purchase card transaction.

Data Mining Overview

- Data Mining Application…
  - Risk Predictive Model –

    Data Mining is the tool that will review 100% of your cardholder's transactions and will flag transactions that appear to show risk to the program. The system will only flag an average of 4% of all transactions that are made across DOD. Of the 4% that are flagged, 3% are flagged as High Risk and 1% are randomly flagged.

Data Mining Topics

- Log On
- Case Management
  - Case Review
  - Case Disposition
  - Independent Case Review
- Find Transactions
  - Self-Initiate

DM FLAGGED TRANSACTION NOTIFICATION EMAIL

Only identified as Flagged Transaction – no distinction between Risk/Rules or Random. Also, no indication of High Risk.

A/BO, Alternate A/BOs, and A/BO Supervisor are notified

From: <PCOLS_noreply@dmdc.osd.mil>
Date: Thu, Feb 9, 2012 at 9:57 AM
Subject: [PCOLS DM ACTION] Flagged Transaction
To: jh@sterlingheritage.com
Cc: John.Smith.CTR@osd.pentagon.mil

In accordance with MID 904, the Department of Defense has developed a data mining capability to identify purchase card transactions at risk of fraud, misuse or abuse. Additionally, a small number of transactions have been randomly selected to assist in the refinement of the application.

The following transaction in your Managing Account has been selected for review:

Cardholder Account Number: **********1361
Cardholder Name: John K Randolph
Primary A/BO Name: James Herbert
TBR Hierarchy: 47163-00005-00055-05555-24435
Case Number: 770831
Transaction ID: 004ae62d1000e33d
Date of the Transaction: 09-24-2009 03:37:00
Merchant Name: XTESTSHOPXCHNOLOGIES
Transaction Amount: $2,972.38

You are required to initiate and complete a review of the subject transaction. If action is not taken in a timely manner, the transaction will be forwarded to your Agency/Organization Program Coordinator for their action.

To review the transaction, click on the following link:
https://pki.dmdc.osd.mil/appj/pcols-web/CACAuthenticateAction.do?newSession=true&case_num=770831

Direct link to the case

For account-related inquiries, please contact your designated Agency/Organization Program Coordinator. For PCOLS technical support, including system access, please contact the PCOLS help desk at the following phone numbers.

. US (CONUS) - Commercial (toll-free): 1-800-376-7783
. OCONUS - DSN: 661-7307
. Direct dial: 269-961-7307

Purchase Card Online System - https://pki.dmdc.osd.mil/appj/pcols-web/

DM FLAGGED TRANSACTION HIGH RISK EMAIL

Notification sent when the case is flagged and when initial A/BO notification is made.

From: <PCOLS_noreply@dmdc.osd.mil>
Date: Tue, Oct 29, 2013 at 9:54 AM
Subject: [PCOLS DM ACTION] High Risk Transaction
To: PCPO.CIV@mail.mil

In accordance with MID 904, the Department has developed a data mining capability to identify purchase card transactions at risk of fraud, misuse or abuse. Additionally, a small number of transactions have been randomly selected to assist in the refinement of the application.

The following transaction was selected for review:
Cardholder Account Number: *5955
Cardholder Name: Drew Terry
Primary A/BO Name: Matthew Hayes
TBR Hierarchy: 47163-00021-00999-40919-42248
Case Number: 1997623
Transaction ID: 0052386e750428dc
Date of the Transaction: 09-24-2013 04:04:06
Merchant Name: WKH*PHARMACY ONESOURCE
Transaction Amount: $2,500.00
Score assigned to the Transaction by the DM Model: 912

Model Score displayed

The transaction was sent to the Approving/Billing Official for their review. However, due to the high risk of this transaction (i.e., very high transaction score) a review by an individual other than the Approving/Billing Official is warranted.

Upon A/BO completion of their review of the transaction, the A/OPC is required to complete an independent review of this transaction.

To review the transaction:
1. Access PCOLS using the link below.
https://pki.dmdc.osd.mil/appj/pcols-web/CACAuthenticateAction.do?newSession=true&case_num=1227623
2. Authenticate yourself using your Common Access Card (CAC)
3. Select your role associated with this account (TBR Hierarchy 47163-00021-00099-40019-42248).

For PCOLS technical support, including system access, please contact the PCOLS help desk at the following phone numbers.
. US (CONUS) - Commercial (toll-free): 1-800-376-7783
. OCONUS - DSN: 661-7307
. Direct dial: 269-961-7307
PCOLS Logon: https://pki.dmdc.osd.mil/appj/pcols-web/
PCOLS user manuals and training material can be downloaded from the Defense Acquisition University (DAU) website: https://acc.dau.mil/pcols

New/Pending Case Notification

New Case Notification Schedule

HNC/Fair Isaac	When	PCOLS/SRS Sends Email to…	# of Business Days Elapsed
Send initial referral to PCOLS	Newly flagged case	Primary A/BO, Alternate A/BO, & A/BO Supervisor	0
Send referral #2 if no action	After 10 days once initial referral sent	Primary A/BO, Alternate A/BO, & A/BO Supervisor	11
Send referral #3 if no action	5 days after referral #2	A/OPCs & A/OPC Supervisor	16
Send referral #4 if no action	5 days after referral #3	A/OPCs & A/OPC Supervisor	21
Send referral #5 if no action	5 days after referral #4	Level 3s	26
Send referral #6 if no action	5 days after referral #5	Level 3s	31
Send referral #7 if no action	5 days after referral #6	Level 2s	36
Send referral #8 if no action	5 days after referral #7	Level 2s	41
Send referral #9 if no action	5 days after referral #8	PCPMOs	46
Send referral #10 if no action	5 days after referral #9	PCPMOs	51
No further referrals sent			

Note: All intervals are in terms of business days

Notify A/OPCs earlier in the escalation cycle

Pending Case Notification Schedule

HNC/Fair Isaac	When	PCOLS/SRS Sends Email to…	# of Business Days Elapsed
Case set to Pending	N/A	N/A	0
Send referral #1 for pending case	After 10 days once set to pending	User who set to Pending (Sent in notification as EDIPI)	11
Send referral #2 for pending case	5 days after referral #1	Pending User + 1 Escalation	16
Send referral #3 for pending case	5 days after referral #2	Pending User + 2 Escalation	21
Send referral #4 for pending case	5 days after referral #3	Pending User + 3 Escalations	26
Send referral #5 for pending case	5 days after referral #4	Pending User + 4 Escalations	31
No further referrals sent			

Note: All intervals are in terms of business days

Closed Case emails are being sent to A/OPCs

High Risk Case Notification Schedule

HNC/Fair Isaac	When	PCOLS/SRS Sends Email to…	# of Business Days Elapsed
Send initial referral to PCOLS	N/A	A/OPC & PCPMOs	0
No further referrals sent			

Data Mining Users

A/BO Supervisor has the same level of access and view of data as the A/BO

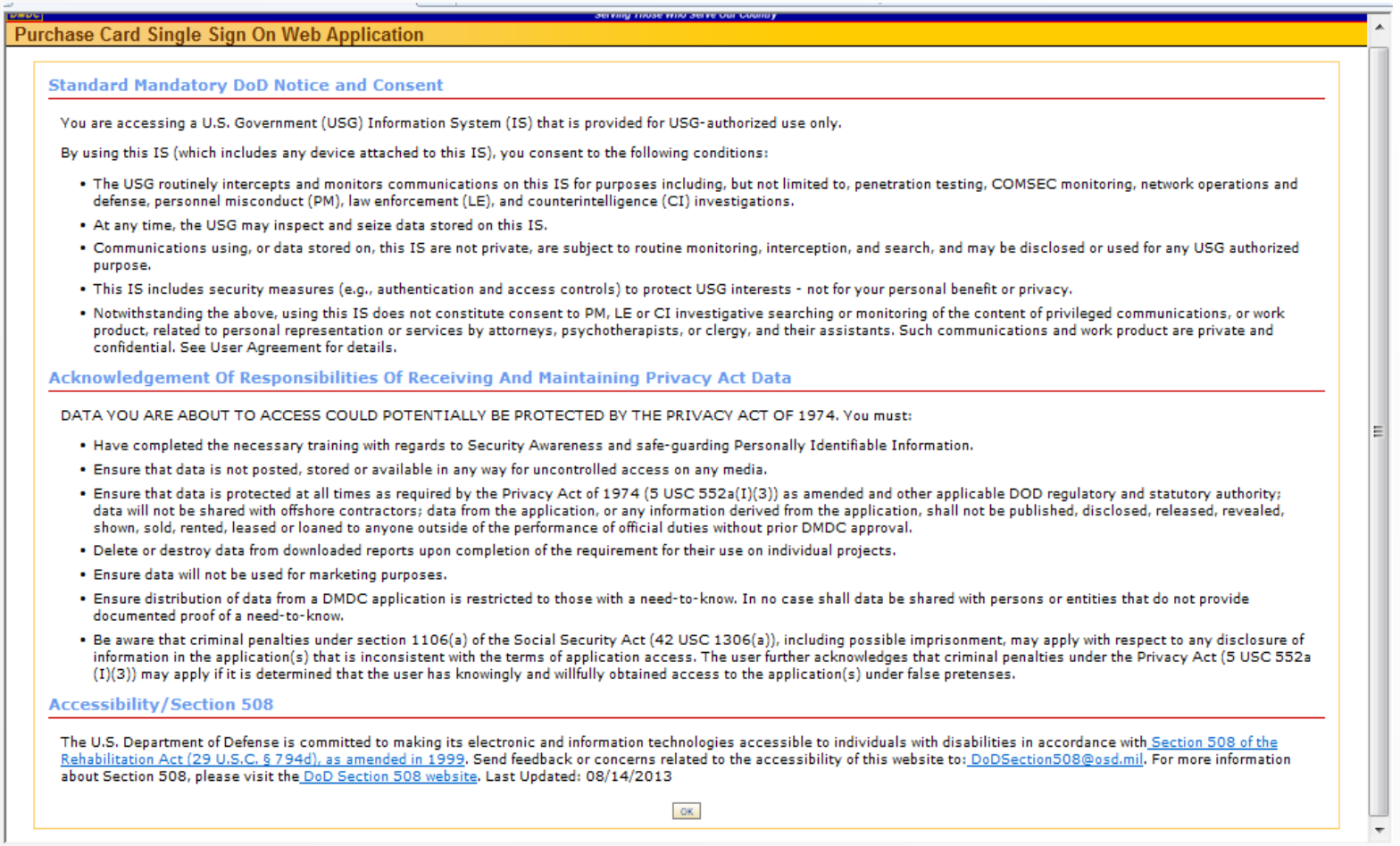
The A/OPC has read only access to review the transactions but can complete an Independent review on closed cases

Log On

- Log into DM directly:
  1. Insert you Common Access Card (CAC) into the card reader.
  2. Enter the PIN for your CAC and click OK.
  3. Open Internet Explorer and enter the following Web address:

     https://www.dmdc.osd.mil/appj/pcols-web/

Notice and Consent



Purchase Card Single Sign On Web Application

Standard Mandatory DoD Notice and Consent

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests - not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

Acknowledgement Of Responsibilities Of Receiving And Maintaining Privacy Act Data

DATA YOU ARE ABOUT TO ACCESS COULD POTENTIALLY BE PROTECTED BY THE PRIVACY ACT OF 1974. You must:

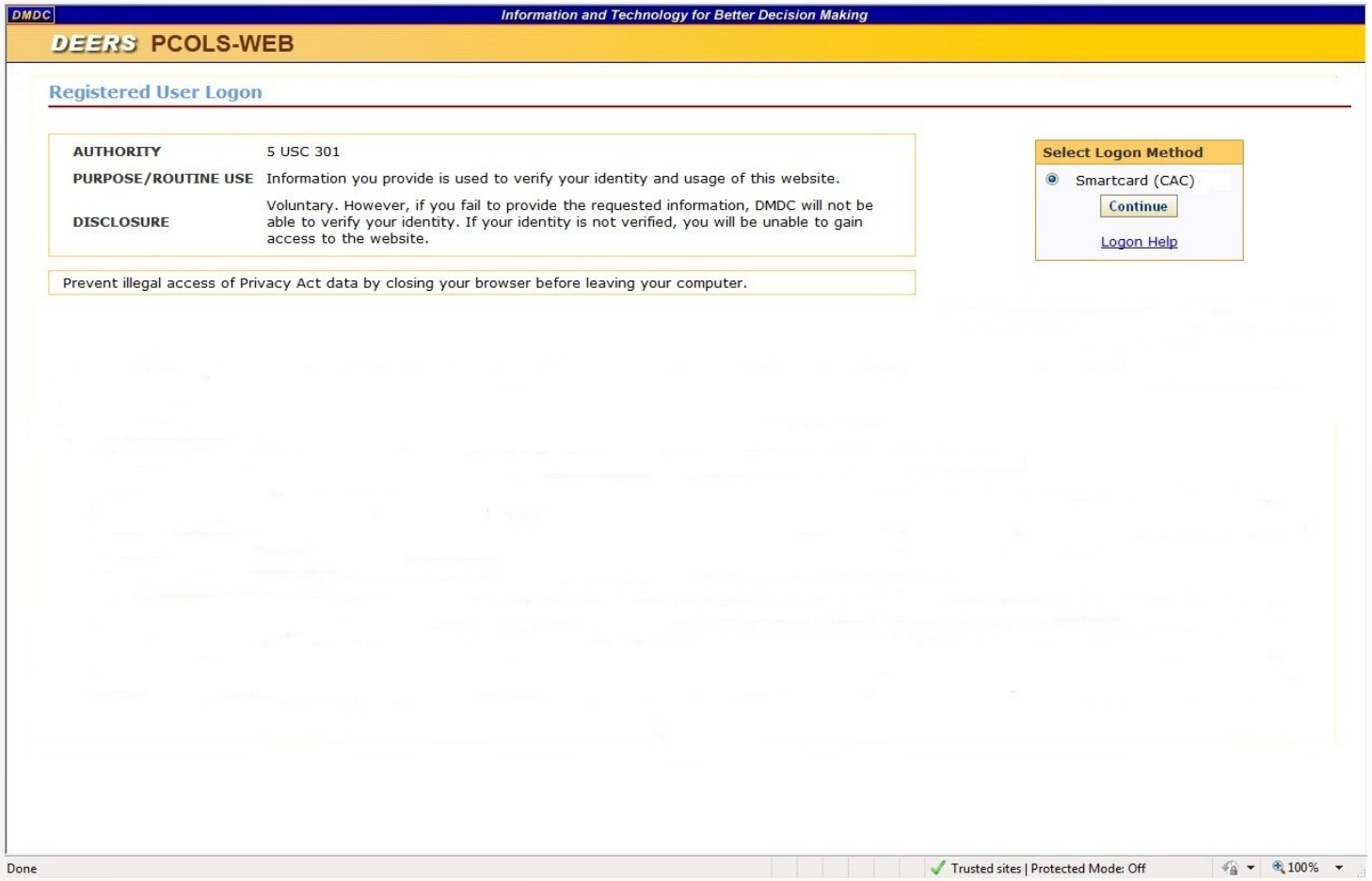
- Have completed the necessary training with regards to Security Awareness and safe-guarding Personally Identifiable Information.
- Ensure that data is not posted, stored or available in any way for uncontrolled access on any media.
- Ensure that data is protected at all times as required by the Privacy Act of 1974 (5 USC 552a(I)(3)) as amended and other applicable DOD regulatory and statutory authority; data will not be shared with offshore contractors; data from the application, or any information derived from the application, shall not be published, disclosed, released, revealed, shown, sold, rented, leased or loaned to anyone outside of the performance of official duties without prior DMDC approval.
- Delete or destroy data from downloaded reports upon completion of the requirement for their use on individual projects.
- Ensure data will not be used for marketing purposes.
- Ensure distribution of data from a DMDC application is restricted to those with a need-to-know. In no case shall data be shared with persons or entities that do not provide documented proof of a need-to-know.
- Be aware that criminal penalties under section 1106(a) of the Social Security Act (42 USC 1306(a)), including possible imprisonment, may apply with respect to any disclosure of information in the application(s) that is inconsistent with the terms of application access. The user further acknowledges that criminal penalties under the Privacy Act (5 USC 552a (I)(3)) may apply if it is determined that the user has knowingly and willfully obtained access to the application(s) under false pretenses.

Accessibility/Section 508

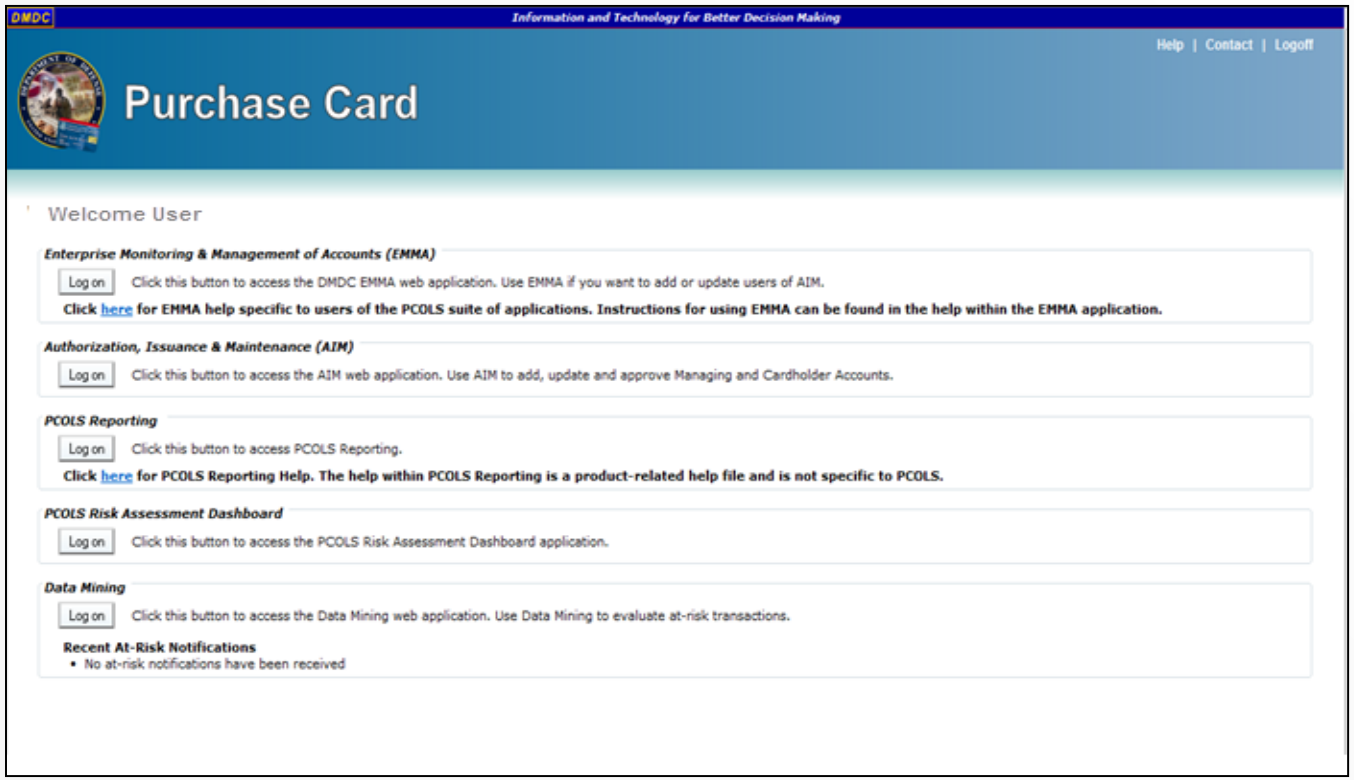
The U.S. Department of Defense is committed to making its electronic and information technologies accessible to individuals with disabilities in accordance with Section 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended in 1999. Send feedback or concerns related to the accessibility of this website to: DoDSection508@osd.mil. For more information about Section 508, please visit the DoD Section 508 website. Last Updated: 08/14/2013

OK

Registered User Logon

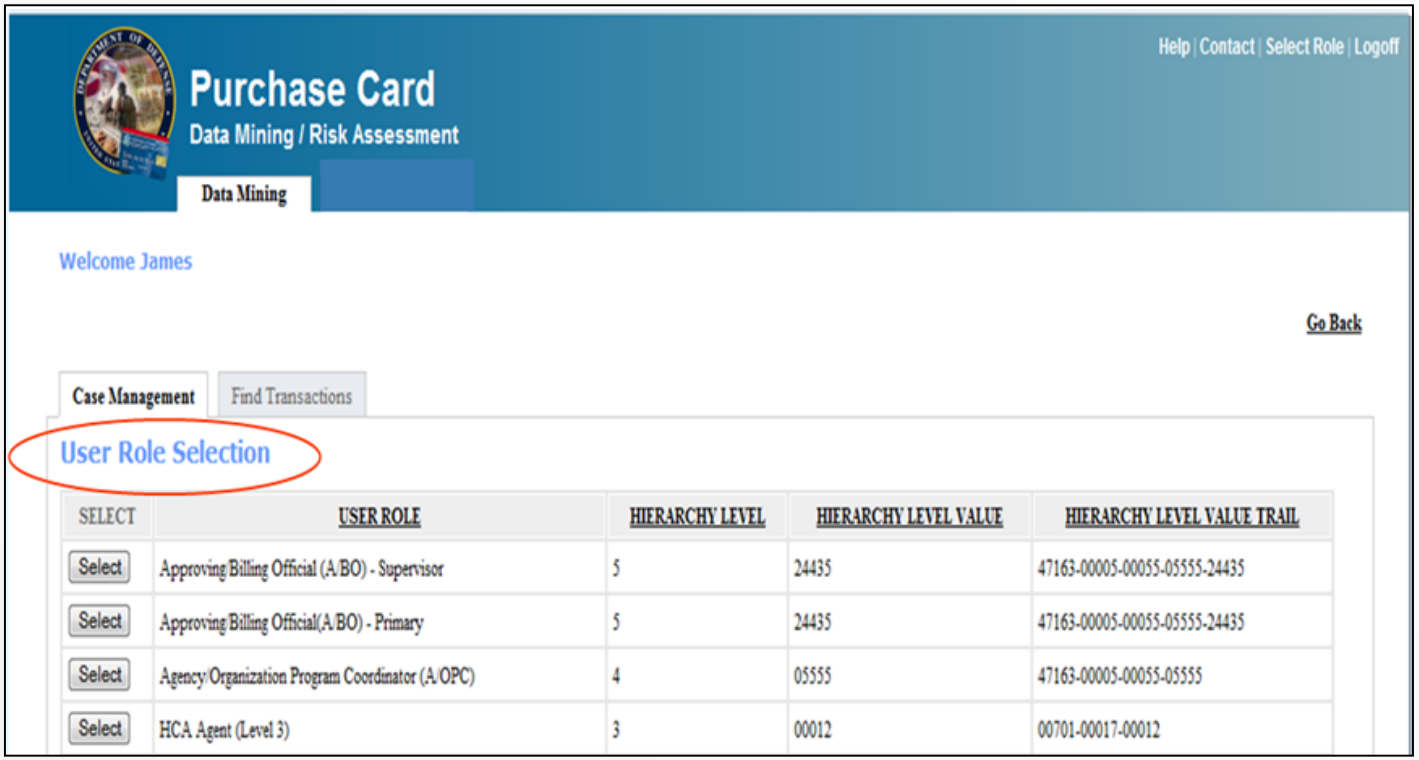

DMDC
Information and Technology for Better Decision Making
DEERS PCOLS-WEB
Registered User Logon
AUTHORITY
5 USC 301
PURPOSE/ROUTINE USE
Information you provide is used to verify your identity and usage of this website.
DISCLOSURE
Voluntary. However, if you fail to provide the requested information, DMDC will not be able to verify your identity. If your identity is not verified, you will be unable to gain access to the website.
Prevent illegal access of Privacy Act data by closing your browser before leaving your computer.
Select Logon Method
Smartcard (CAC)
Continue
Logon Help
Done
Trusted sites | Protected Mode: Off
100%

Select Application


DMDC
Information and Technology for Better Decision Making
Help | Contact | Logoff
Purchase Card
Welcome User
Enterprise Monitoring & Management of Accounts (EMMA)
Log on
Click this button to access the DMDC EMMA web application. Use EMMA if you want to add or update users of AIM.
Click here for EMMA help specific to users of the PCOLS suite of applications. Instructions for using EMMA can be found in the help within the EMMA application.
Authorization, Issuance & Maintenance (AIM)
Log on
Click this button to access the AIM web application. Use AIM to add, update and approve Managing and Cardholder Accounts.
PCOLS Reporting
Log on
Click this button to access PCOLS Reporting.
Click here for PCOLS Reporting Help. The help within PCOLS Reporting is a product-related help file and is not specific to PCOLS.
PCOLS Risk Assessment Dashboard
Log on
Click this button to access the PCOLS Risk Assessment Dashboard application.
Data Mining
Log on
Click this button to access the Data Mining web application. Use Data Mining to evaluate at-risk transactions.
Recent At-Risk Notifications
• No at-risk notifications have been received

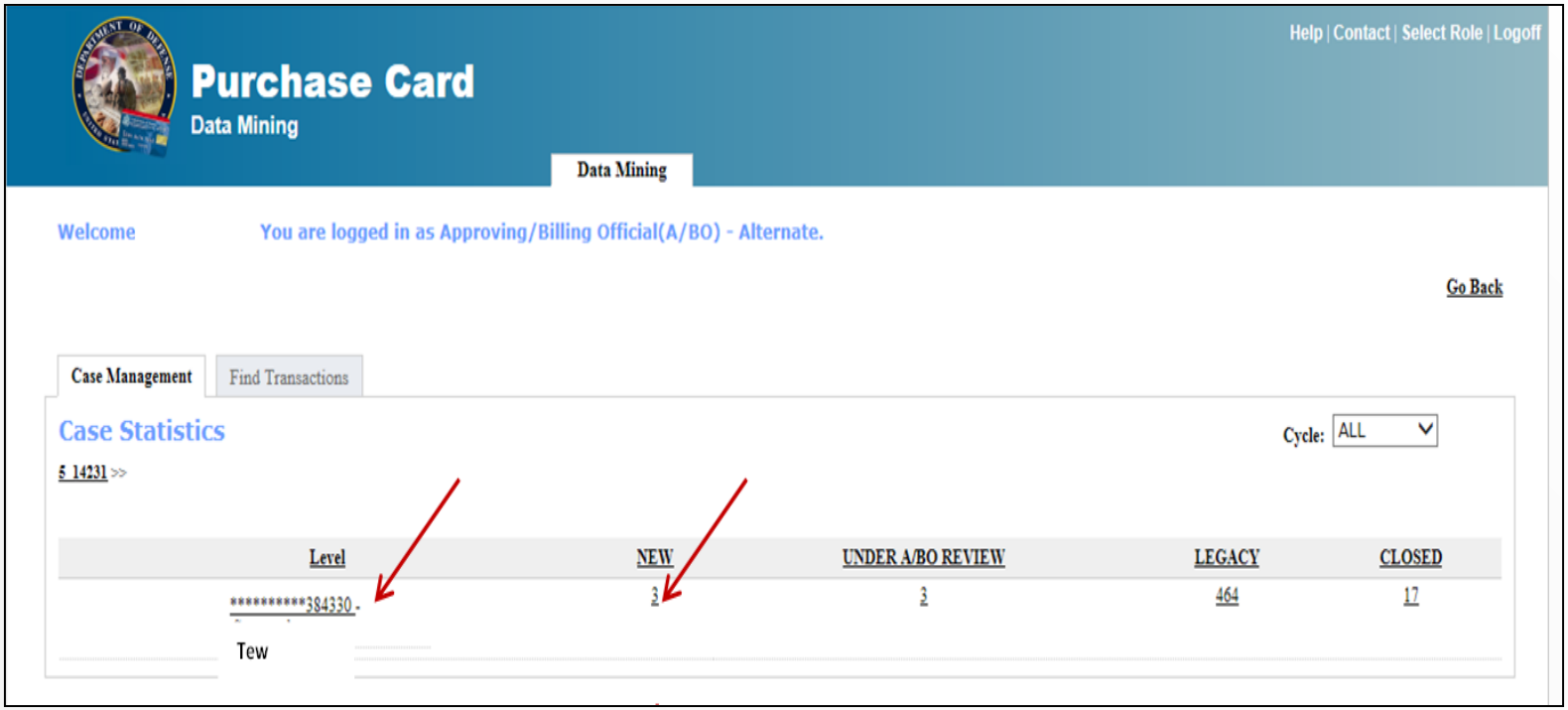
User Role Selection

- Each role logs in at the appropriate hierarchy level

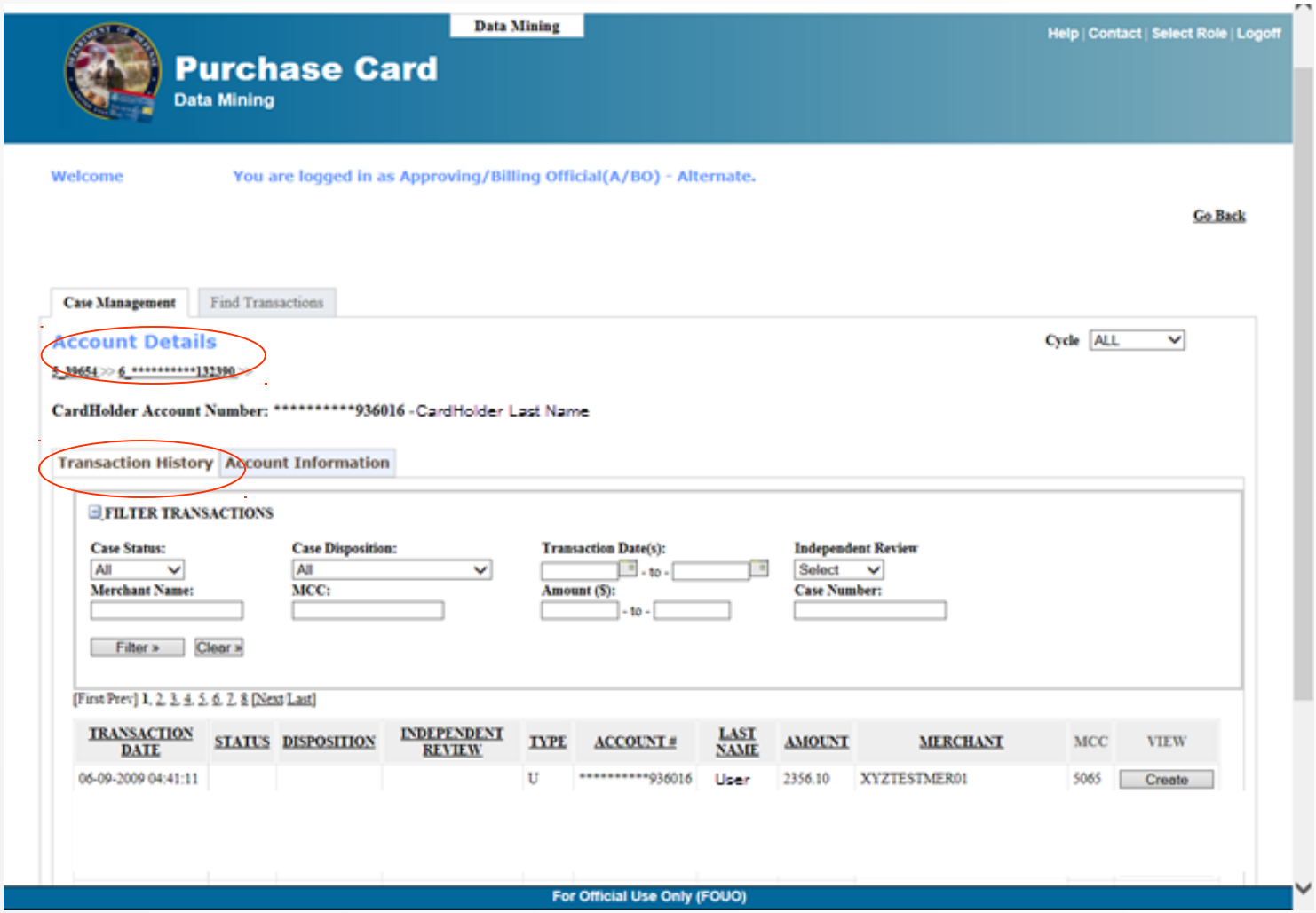


SELECT	USER ROLE	HIERARCHY LEVEL	HIERARCHY LEVEL VALUE	HIERARCHY LEVEL VALUE TRAIL
Select	Approving/Billing Official (A/BO) - Supervisor	5	24435	47163-00005-00055-05555-24435
Select	Approving/Billing Official(A/BO) - Primary	5	24435	47163-00005-00055-05555-24435
Select	Agency/Organization Program Coordinator (A/OPC)	4	05555	47163-00005-00055-05555
Select	HCA Agent (Level 3)	3	00012	00701-00017-00012

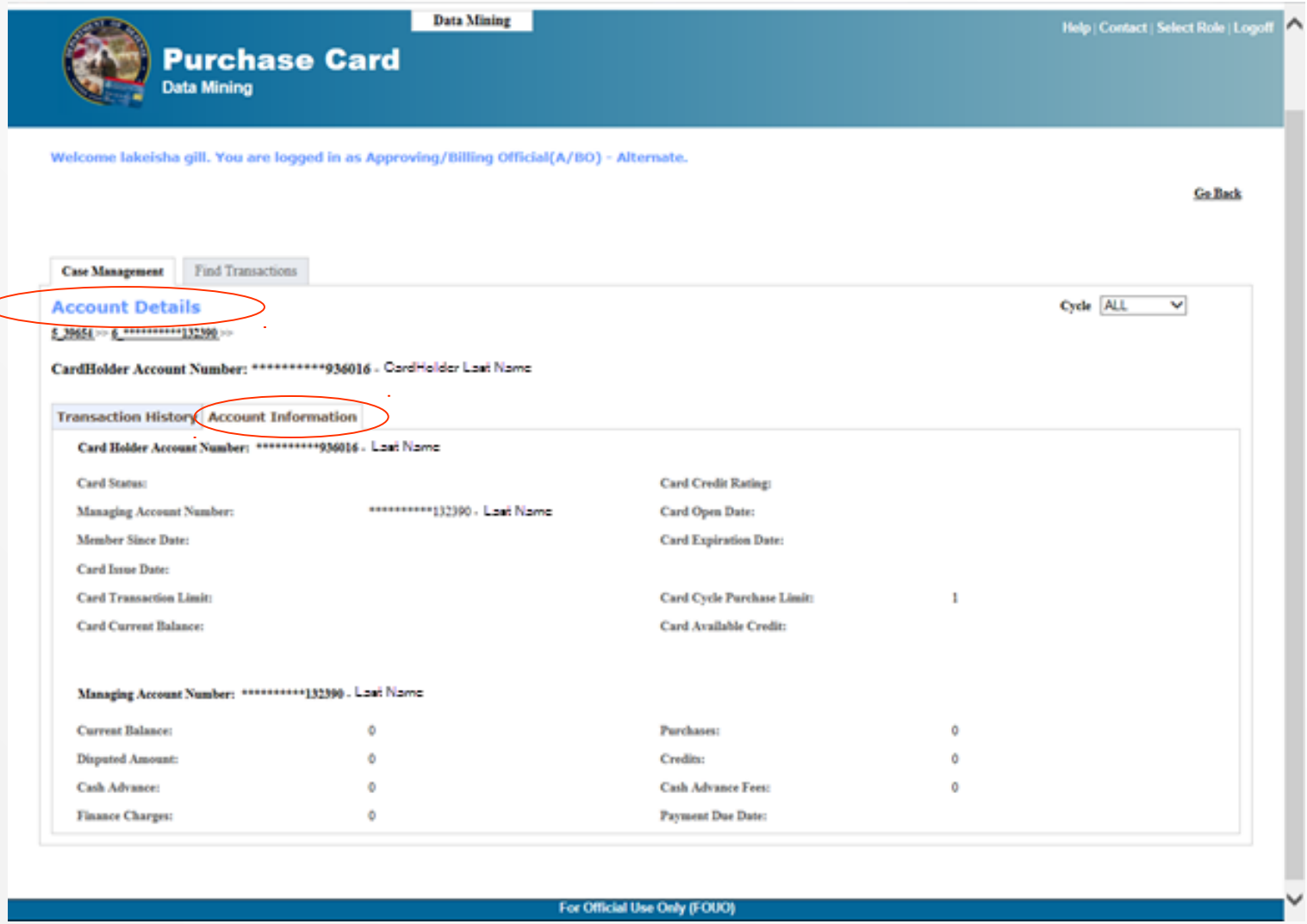
Case Management



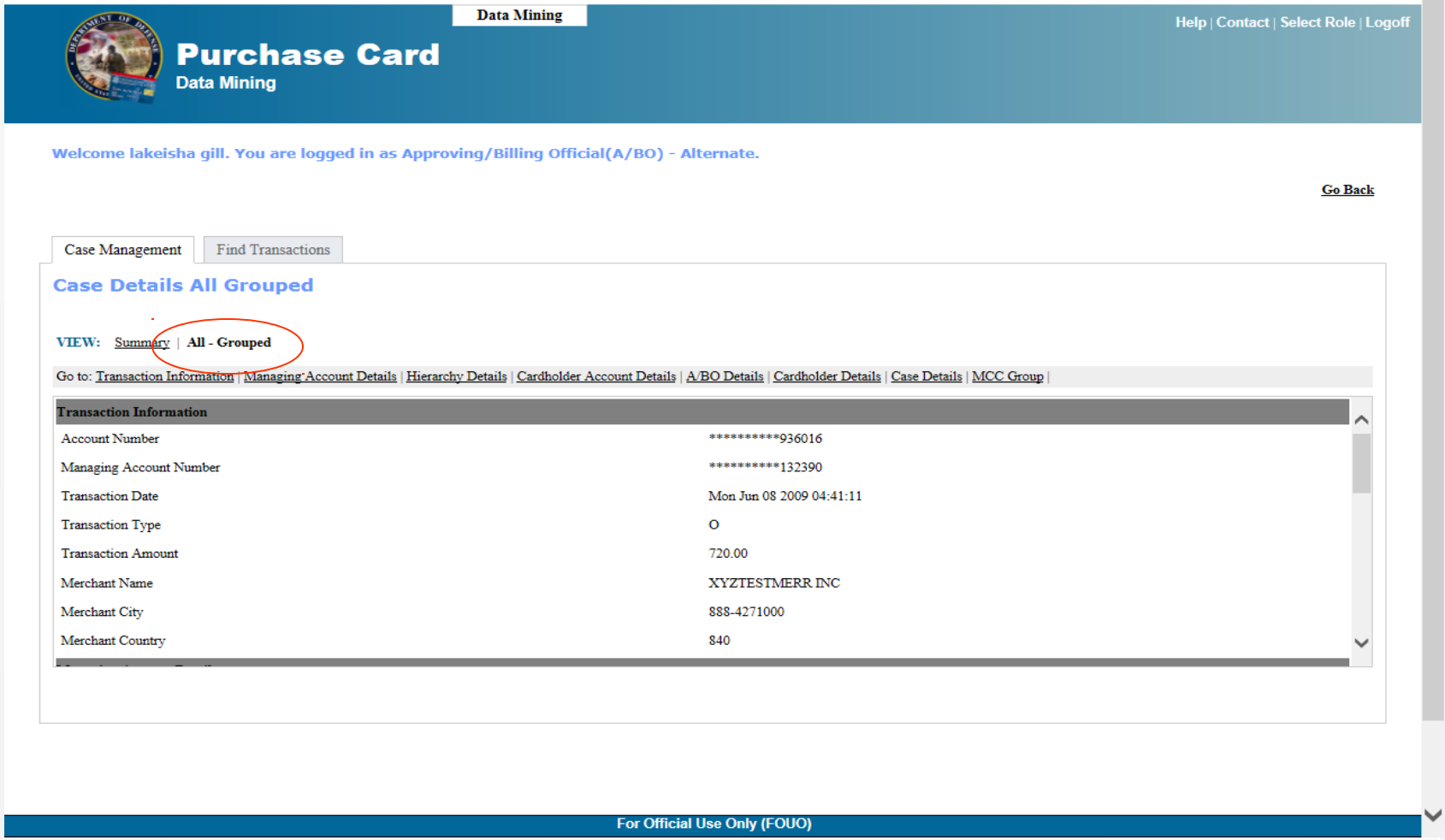
Purchase Card Account Details



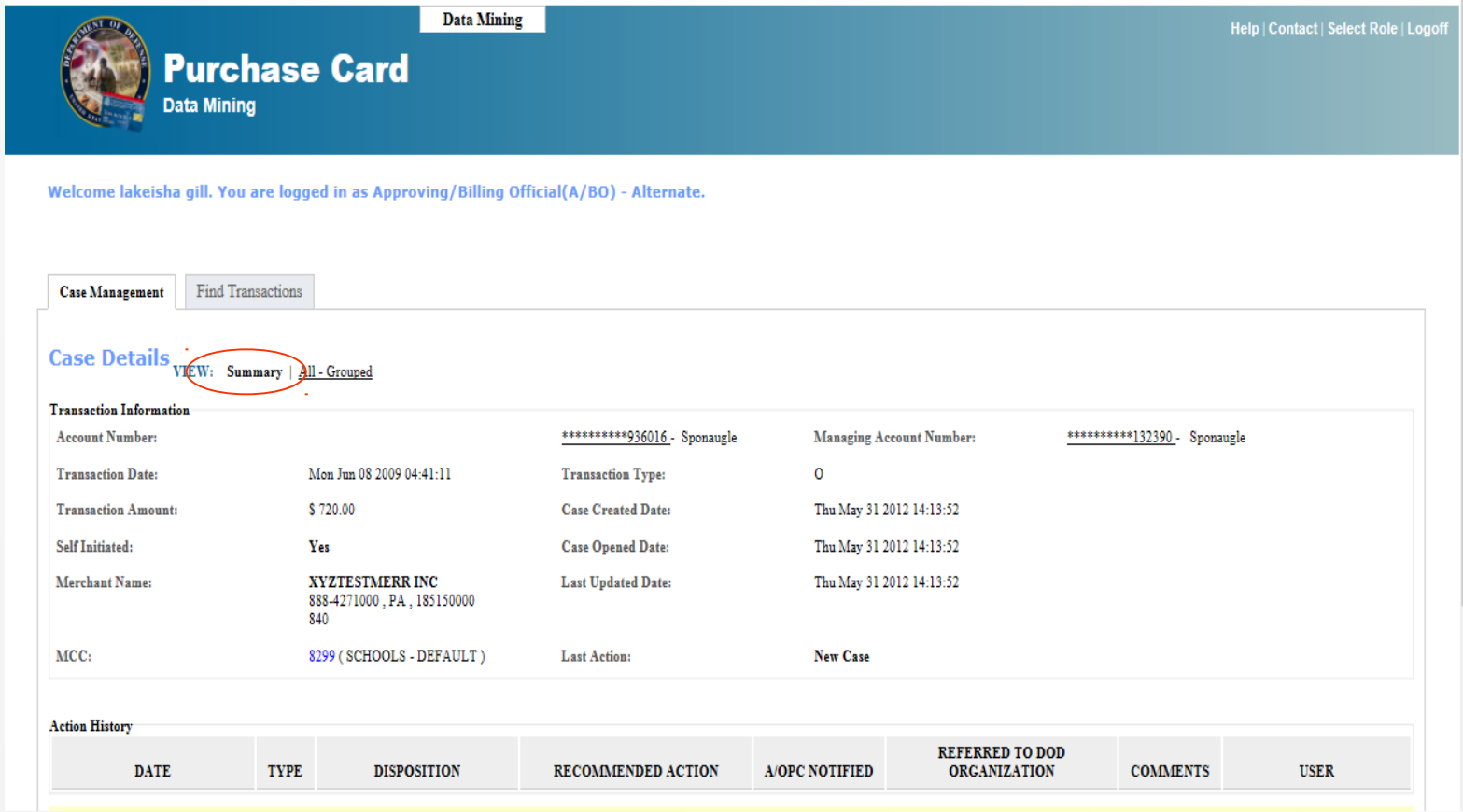
Case Management



Case Details: All-Grouped


Data Mining
Help | Contact | Select Role | Logoff
Purchase Card
Data Mining
Welcome lakeisha gill. You are logged in as Approving/Billing Official(A/BO) - Alternate.
Go Back
Case Management
Find Transactions
Case Details All Grouped
VIEW: Summary | All - Grouped
Go to: Transaction Information | Managing Account Details | Hierarchy Details | Cardholder Account Details | A/BO Details | Cardholder Details | Case Details | MCC Group |
Transaction Information
Account Number **********936016
Managing Account Number **********132390
Transaction Date Mon Jun 08 2009 04:41:11
Transaction Type O
Transaction Amount 720.00
Merchant Name XYZTESTMERR INC
Merchant City 888-4271000
Merchant Country 840
For Official Use Only (FOUO)

Case Details: Summary



Data Mining

Help | Contact | Select Role | Logoff

Purchase Card
Data Mining

Welcome lakeisha gill. You are logged in as Approving/Billing Official(A/BO) - Alternate.

Case Management | Find Transactions

Case Details

VIEW: **Summary** | All - Grouped

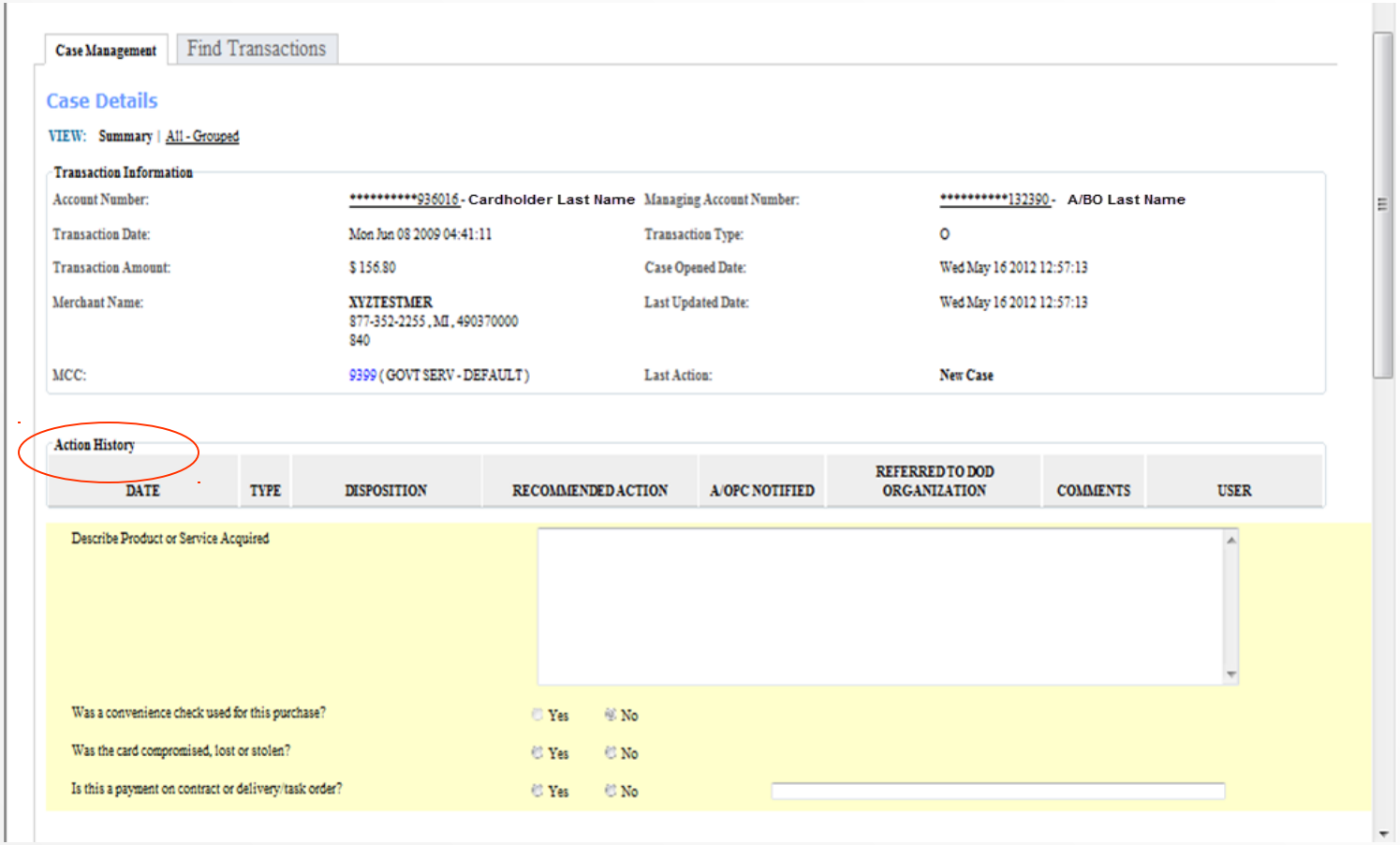
Transaction Information

Account Number:		**********936016 - Sponaugle	Managing Account Number:	**********132390 - Sponaugle
Transaction Date:	Mon Jun 08 2009 04:41:11	Transaction Type:	O		
Transaction Amount:	$ 720.00	Case Created Date:	Thu May 31 2012 14:13:52		
Self Initiated:	**Yes**	Case Opened Date:	Thu May 31 2012 14:13:52		
Merchant Name:	**XYZTESTMERR INC** 888-4271000 , PA , 185150000 840	Last Updated Date:	Thu May 31 2012 14:13:52		
MCC:	8299 (SCHOOLS - DEFAULT)	Last Action:	**New Case**		

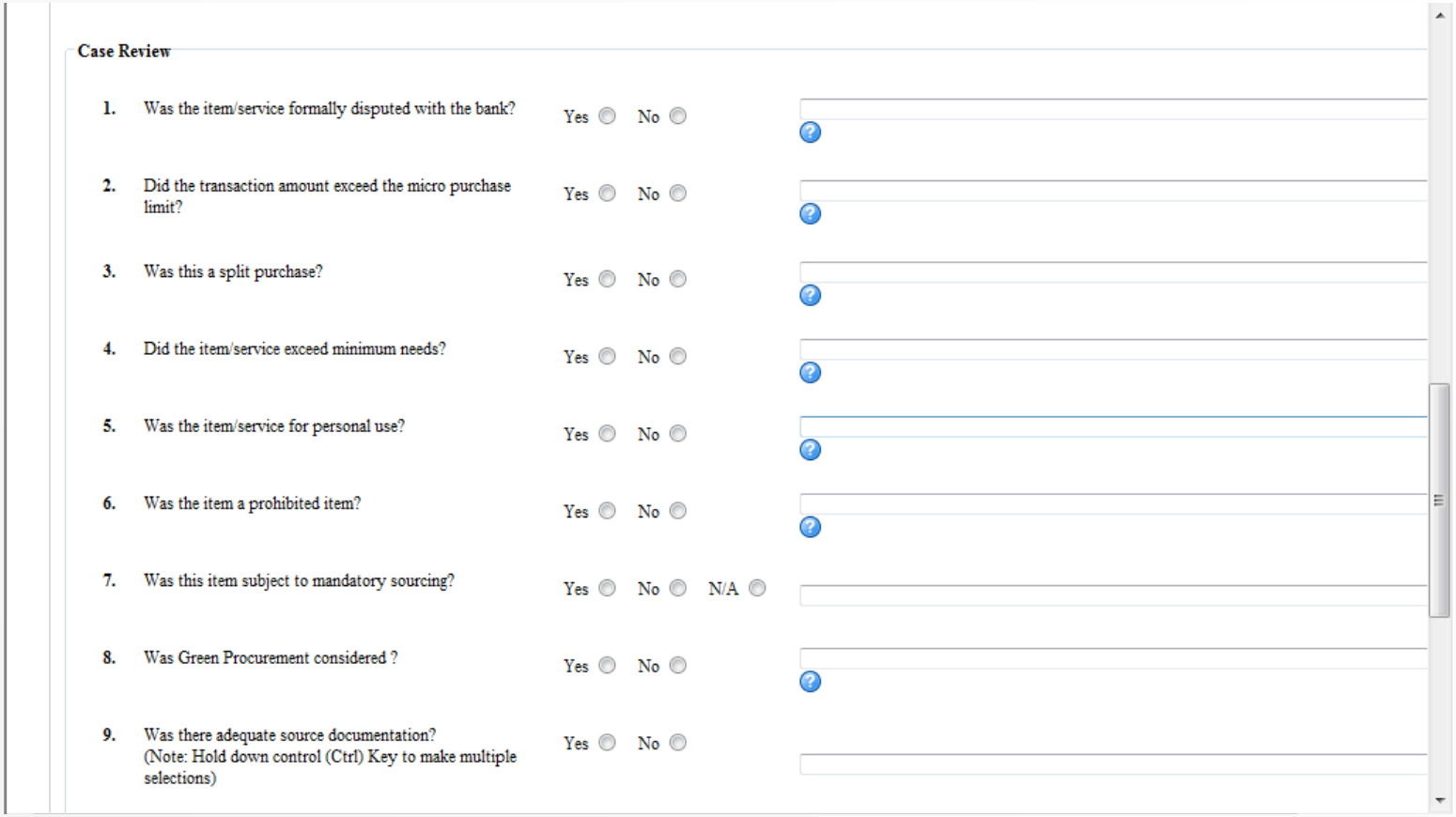
Action History

DATE	TYPE	DISPOSITION	RECOMMENDED ACTION	A/OPC NOTIFIED	REFERRED TO DOD ORGANIZATION	COMMENTS	USER

Case Details: Action History


Case Management
Find Transactions
Case Details
VIEW: Summary | All - Grouped
Transaction Information
Account Number: **********936016 - Cardholder Last Name
Managing Account Number: **********132390 - A/BO Last Name
Transaction Date: Mon Jun 08 2009 04:41:11
Transaction Type: O
Transaction Amount: $ 156.80
Case Opened Date: Wed May 16 2012 12:57:13
Merchant Name: XYZTESTMER 877-352-2255 , MI , 490370000 840
Last Updated Date: Wed May 16 2012 12:57:13
MCC: 9399 (GOVT SERV - DEFAULT)
Last Action: New Case
Action History
DATE
TYPE
DISPOSITION
RECOMMENDED ACTION
A/OPC NOTIFIED
REFERRED TO DOD ORGANIZATION
COMMENTS
USER
Describe Product or Service Acquired
Was a convenience check used for this purchase? Yes No
Was the card compromised, lost or stolen? Yes No
Is this a payment on contract or delivery/task order? Yes No

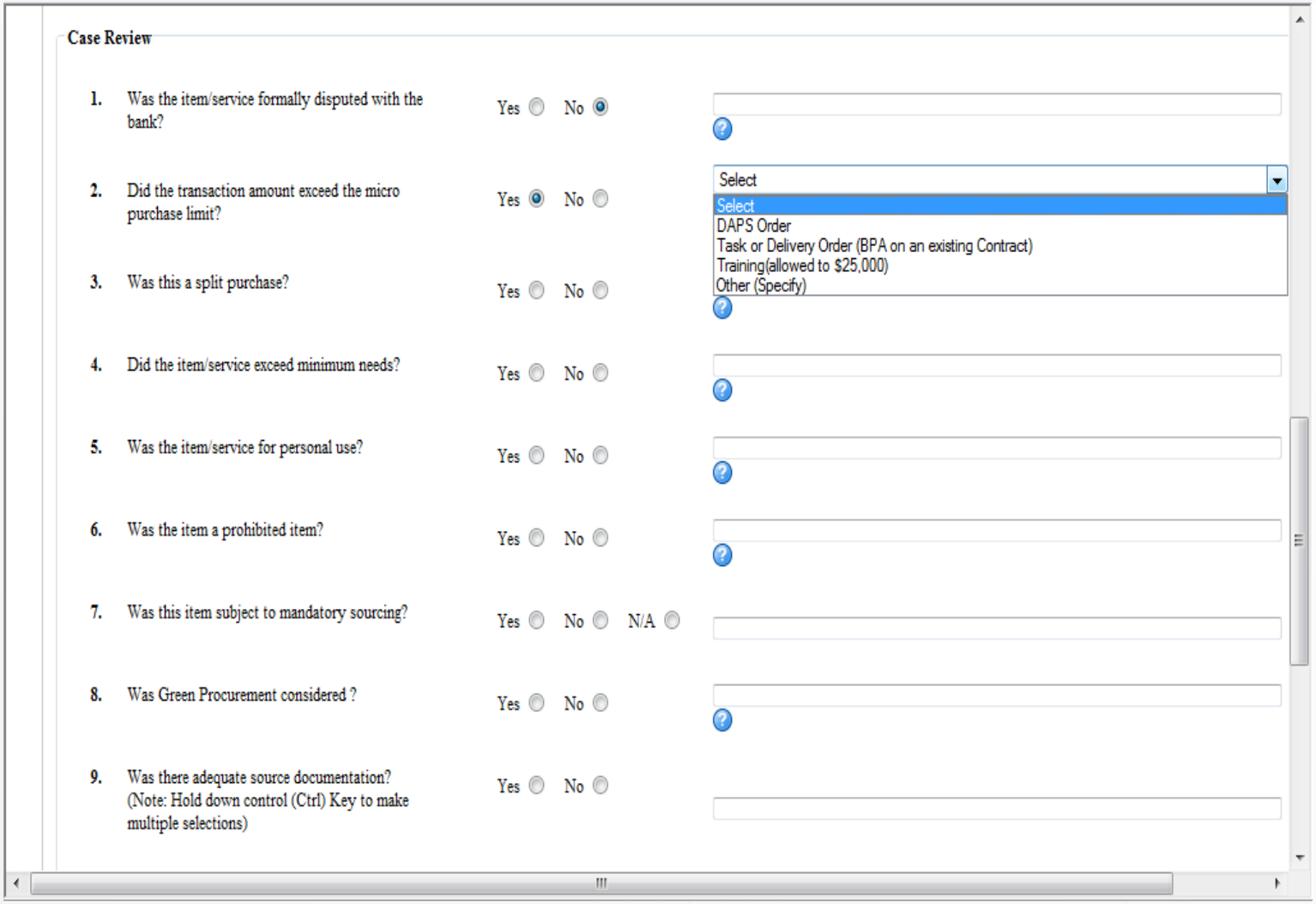
Case Details: Convenience Check Not Used



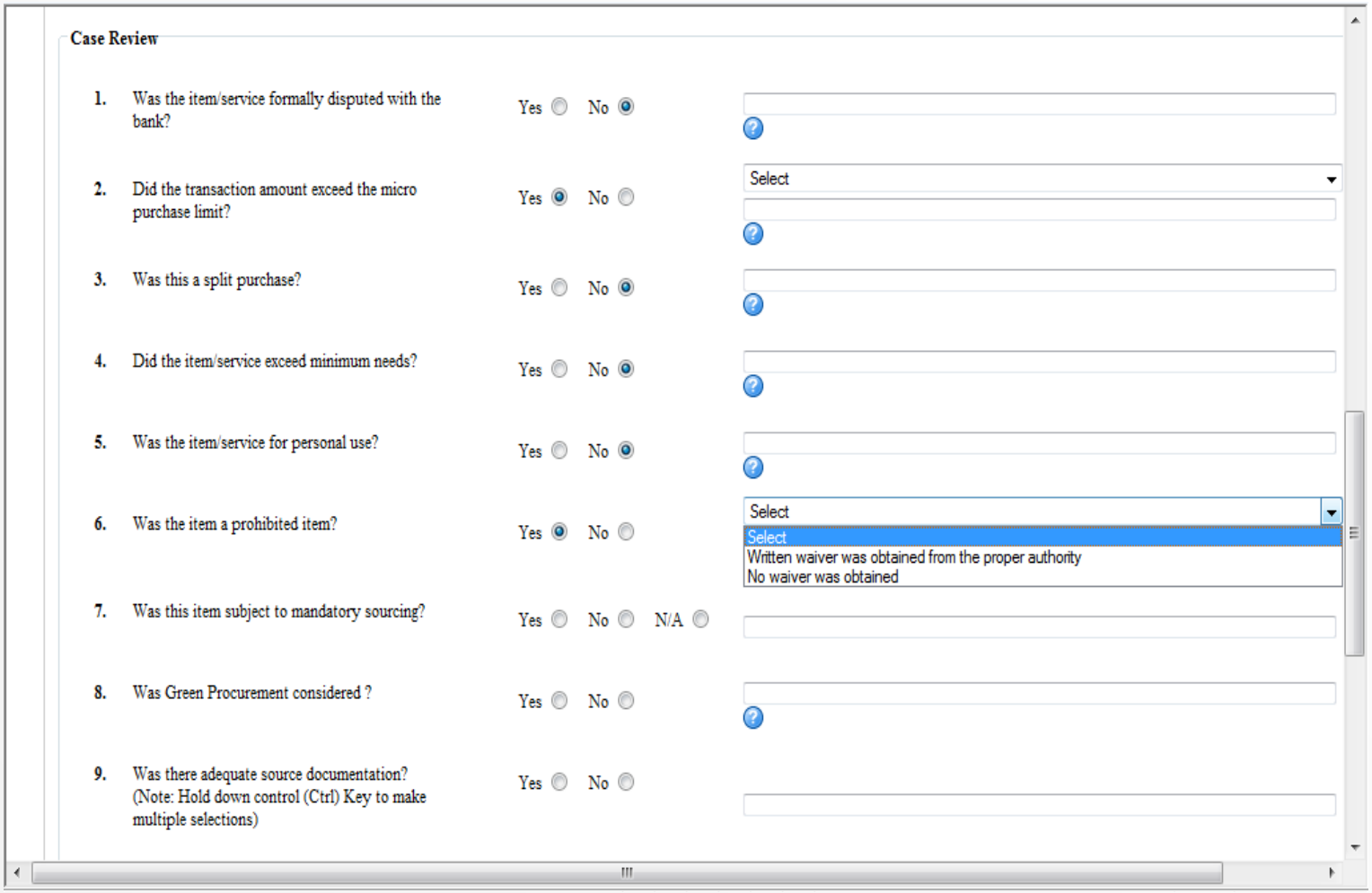
Case Review

1.	Was the item/service formally disputed with the bank?	Yes ○	No ○	
2.	Did the transaction amount exceed the micro purchase limit?	Yes ○	No ○	
3.	Was this a split purchase?	Yes ○	No ○	
4.	Did the item/service exceed minimum needs?	Yes ○	No ○	
5.	Was the item/service for personal use?	Yes ○	No ○	
6.	Was the item a prohibited item?	Yes ○	No ○	
7.	Was this item subject to mandatory sourcing?	Yes ○	No ○	N/A ○
8.	Was Green Procurement considered ?	Yes ○	No ○	
9.	Was there adequate source documentation? (Note: Hold down control (Ctrl) Key to make multiple selections)	Yes ○	No ○	

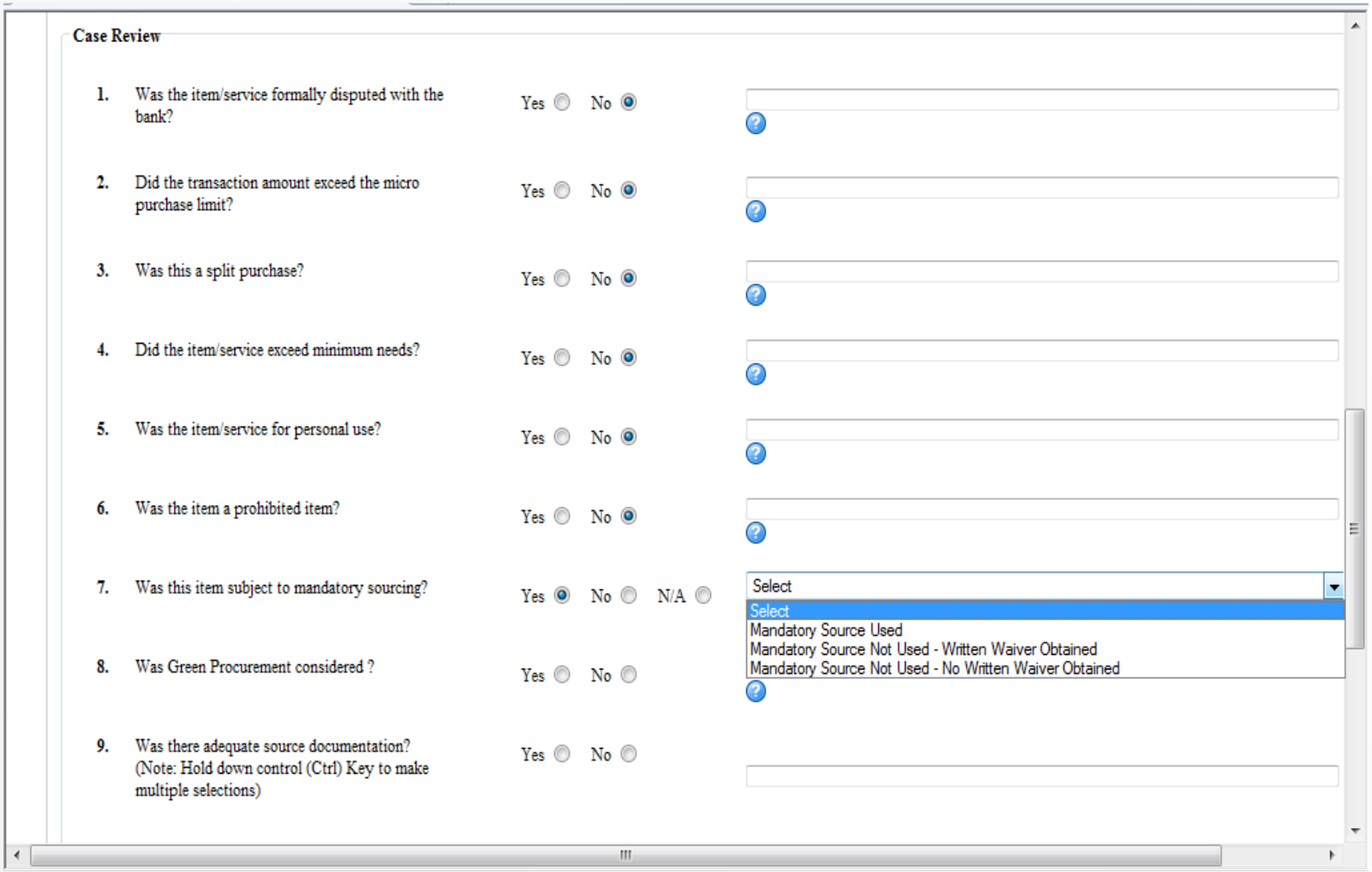
Case Review Section

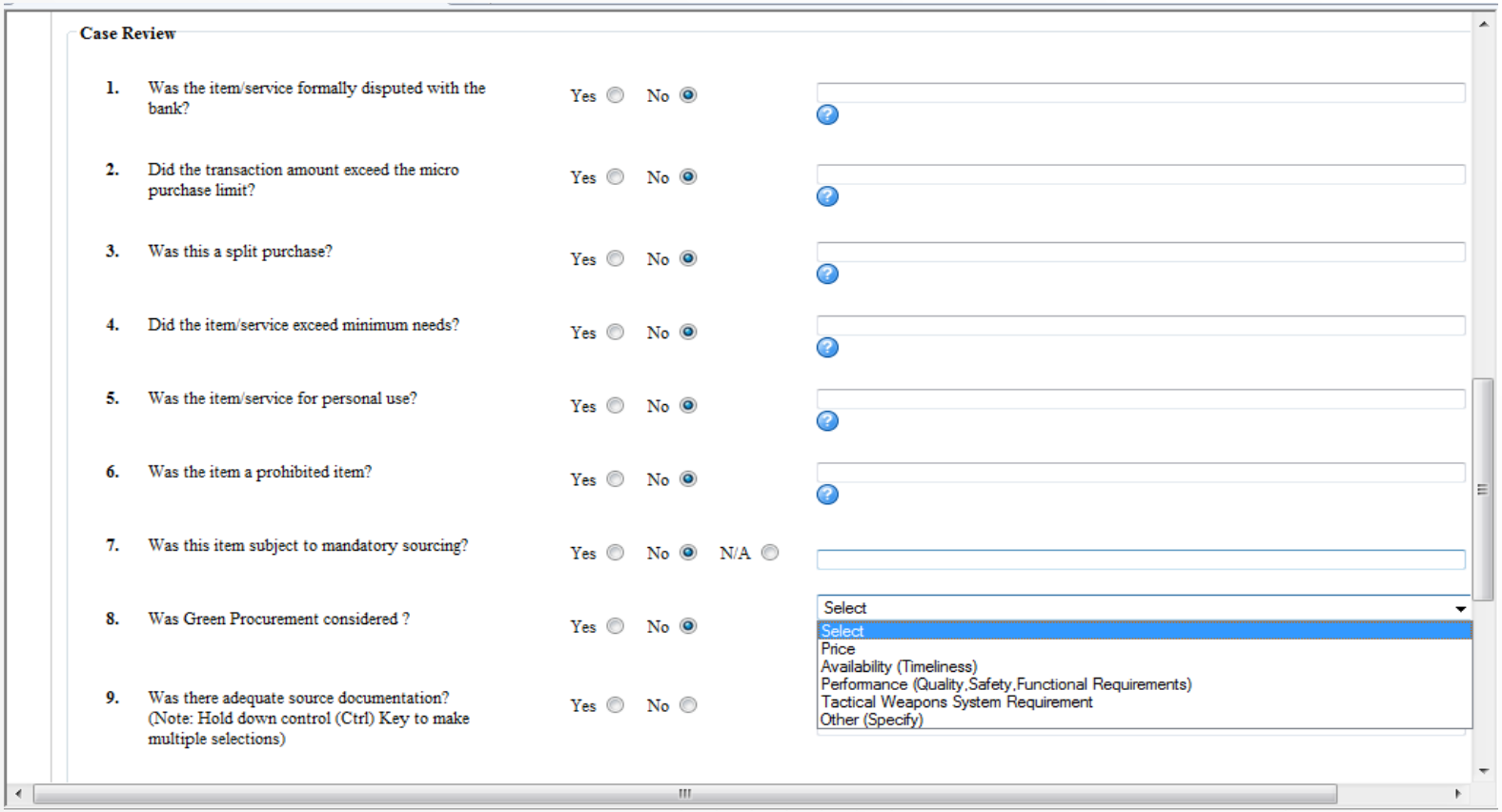


Case Review Section

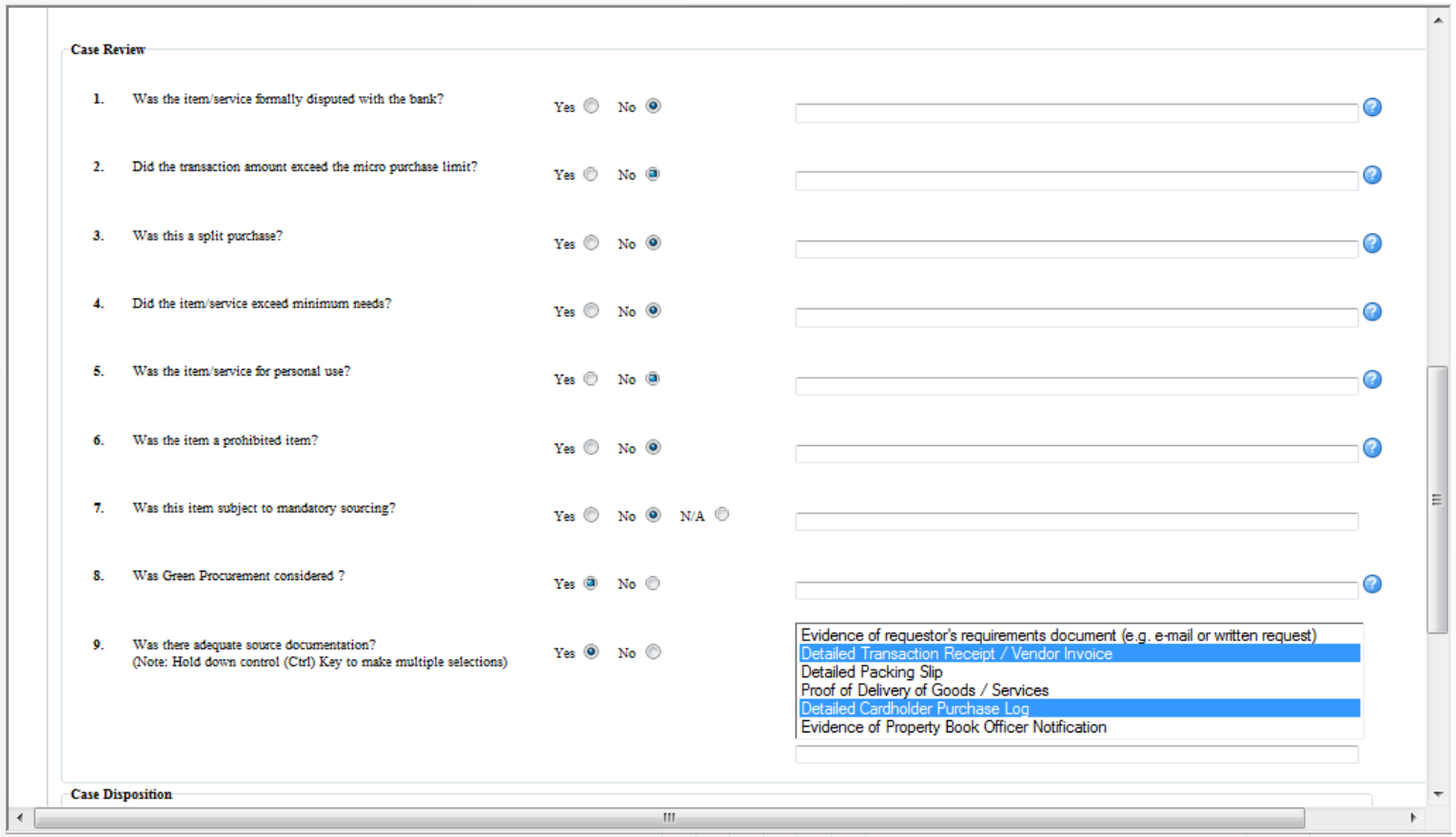

Case Review
1. Was the item/service formally disputed with the bank?
Yes No
2. Did the transaction amount exceed the micro purchase limit?
Yes No
Select
3. Was this a split purchase?
Yes No
4. Did the item/service exceed minimum needs?
Yes No
5. Was the item/service for personal use?
Yes No
6. Was the item a prohibited item?
Yes No
Select
Select
Written waiver was obtained from the proper authority
No waiver was obtained
7. Was this item subject to mandatory sourcing?
Yes No N/A
8. Was Green Procurement considered ?
Yes No
9. Was there adequate source documentation? (Note: Hold down control (Ctrl) Key to make multiple selections)
Yes No

Case Review Section


Case Review
1. Was the item/service formally disputed with the bank? Yes No
2. Did the transaction amount exceed the micro purchase limit? Yes No
3. Was this a split purchase? Yes No
4. Did the item/service exceed minimum needs? Yes No
5. Was the item/service for personal use? Yes No
6. Was the item a prohibited item? Yes No
7. Was this item subject to mandatory sourcing? Yes No N/A
Select
Select
Mandatory Source Used
Mandatory Source Not Used - Written Waiver Obtained
Mandatory Source Not Used - No Written Waiver Obtained
8. Was Green Procurement considered ? Yes No
9. Was there adequate source documentation? (Note: Hold down control (Ctrl) Key to make multiple selections) Yes No


Case Review
1. Was the item/service formally disputed with the bank? Yes No
2. Did the transaction amount exceed the micro purchase limit? Yes No
3. Was this a split purchase? Yes No
4. Did the item/service exceed minimum needs? Yes No
5. Was the item/service for personal use? Yes No
6. Was the item a prohibited item? Yes No
7. Was this item subject to mandatory sourcing? Yes No N/A
8. Was Green Procurement considered ? Yes No
9. Was there adequate source documentation? (Note: Hold down control (Ctrl) Key to make multiple selections) Yes No
Select
Select
Price
Availability (Timeliness)
Performance (Quality,Safety,Functional Requirements)
Tactical Weapons System Requirement
Other (Specify)

Case Review Section

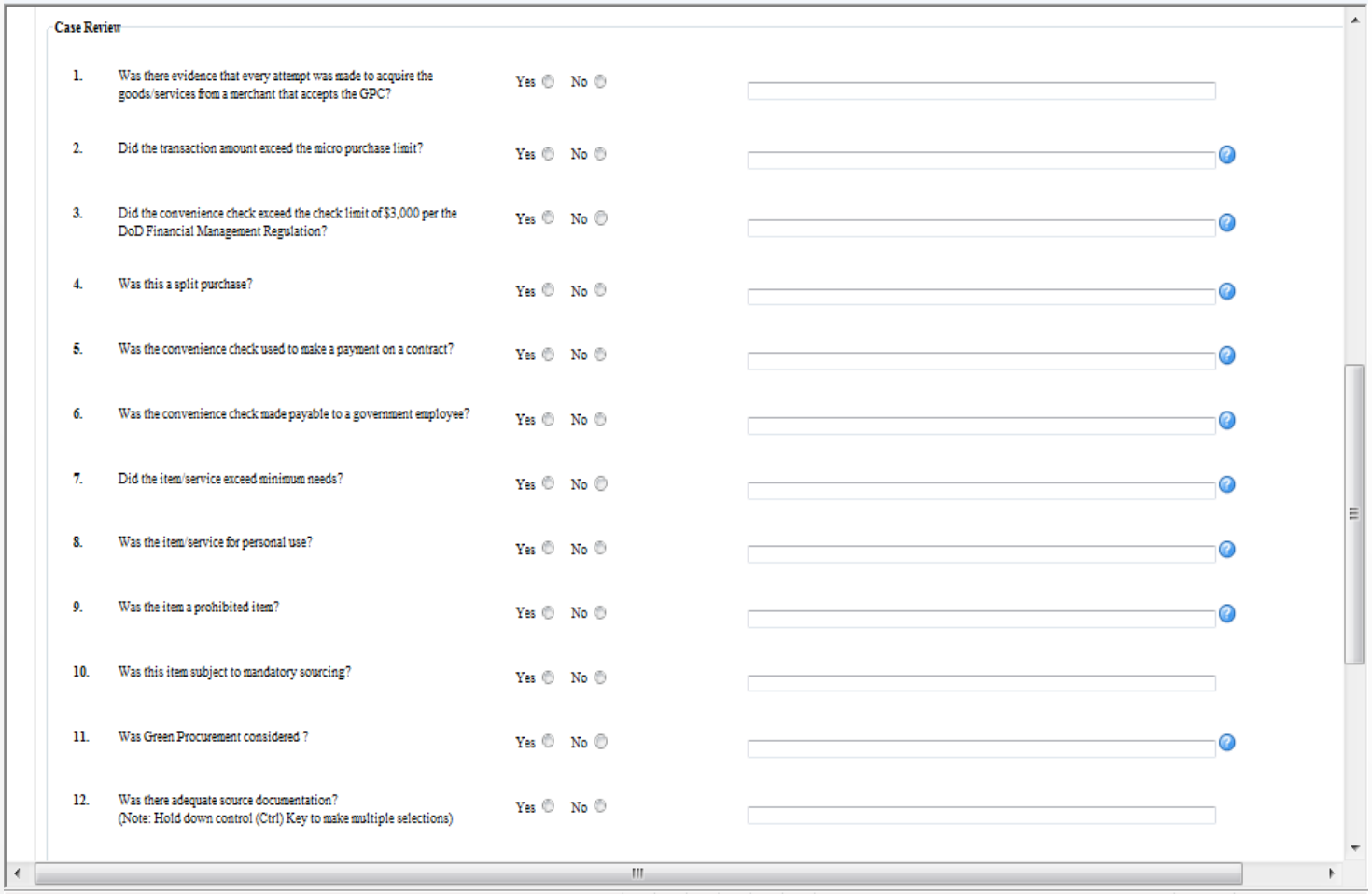


Case Review

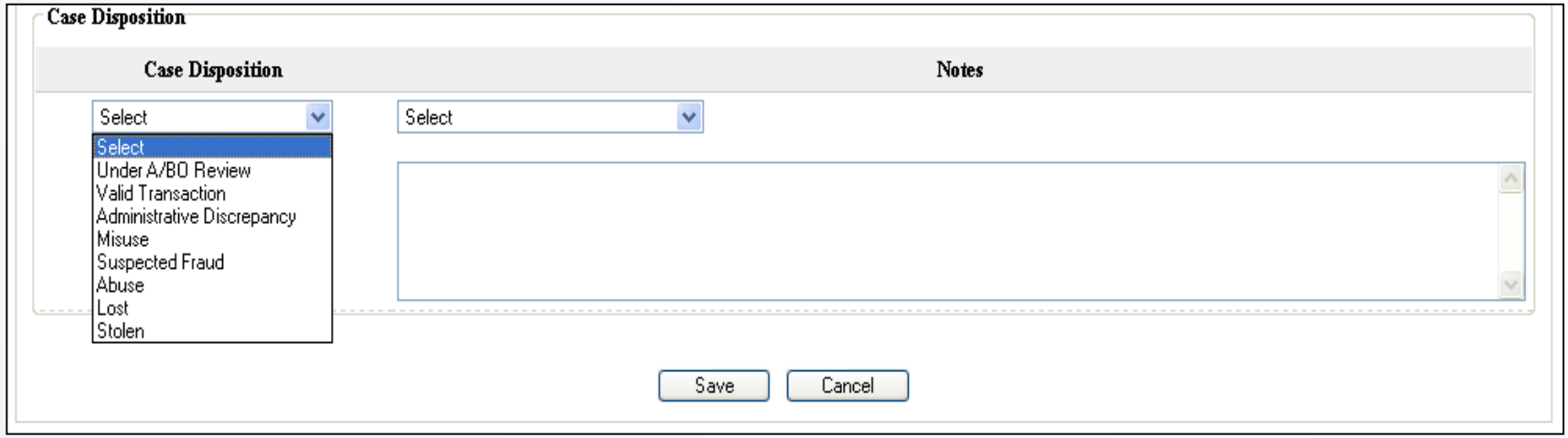
1.	Was the item/service formally disputed with the bank?	Yes ○	No ◉		
2.	Did the transaction amount exceed the micro purchase limit?	Yes ○	No ◉		
3.	Was this a split purchase?	Yes ○	No ◉		
4.	Did the item/service exceed minimum needs?	Yes ○	No ◉		
5.	Was the item/service for personal use?	Yes ○	No ◉		
6.	Was the item a prohibited item?	Yes ○	No ◉		
7.	Was this item subject to mandatory sourcing?	Yes ○	No ◉	N/A ○	
8.	Was Green Procurement considered ?	Yes ◉	No ○		
9.	Was there adequate source documentation? (Note: Hold down control (Ctrl) Key to make multiple selections)	Yes ◉	No ○		Evidence of requestor's requirements document (e.g. e-mail or written request) Detailed Transaction Receipt / Vendor Invoice Detailed Packing Slip Proof of Delivery of Goods / Services Detailed Cardholder Purchase Log Evidence of Property Book Officer Notification

Case Disposition

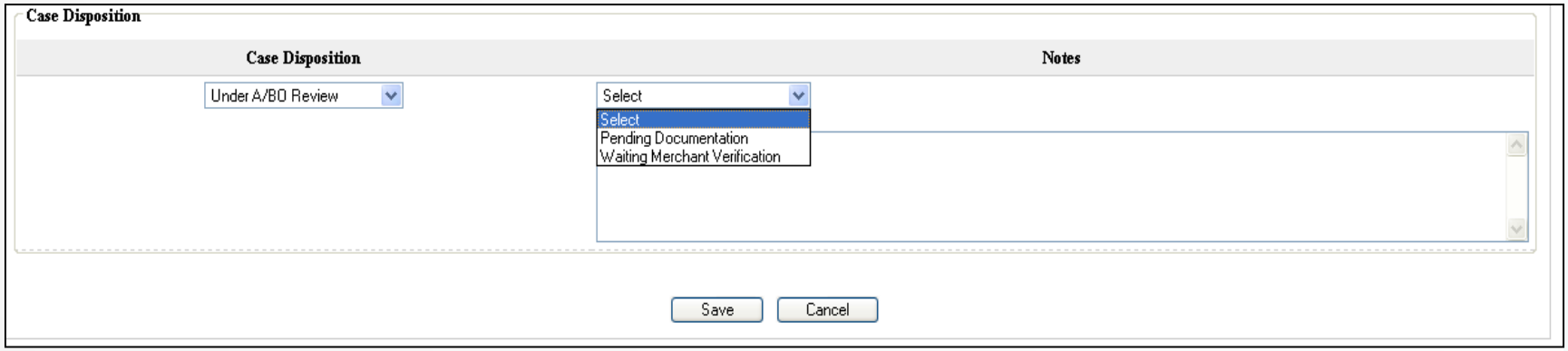
PCOLS Case Details: Convenience Check Use


Case Review
1. Was there evidence that every attempt was made to acquire the goods/services from a merchant that accepts the GPC? Yes No
2. Did the transaction amount exceed the micro purchase limit? Yes No
3. Did the convenience check exceed the check limit of $3,000 per the DoD Financial Management Regulation? Yes No
4. Was this a split purchase? Yes No
5. Was the convenience check used to make a payment on a contract? Yes No
6. Was the convenience check made payable to a government employee? Yes No
7. Did the item/service exceed minimum needs? Yes No
8. Was the item/service for personal use? Yes No
9. Was the item a prohibited item? Yes No
10. Was this item subject to mandatory sourcing? Yes No
11. Was Green Procurement considered ? Yes No
12. Was there adequate source documentation? (Note: Hold down control (Ctrl) Key to make multiple selections) Yes No

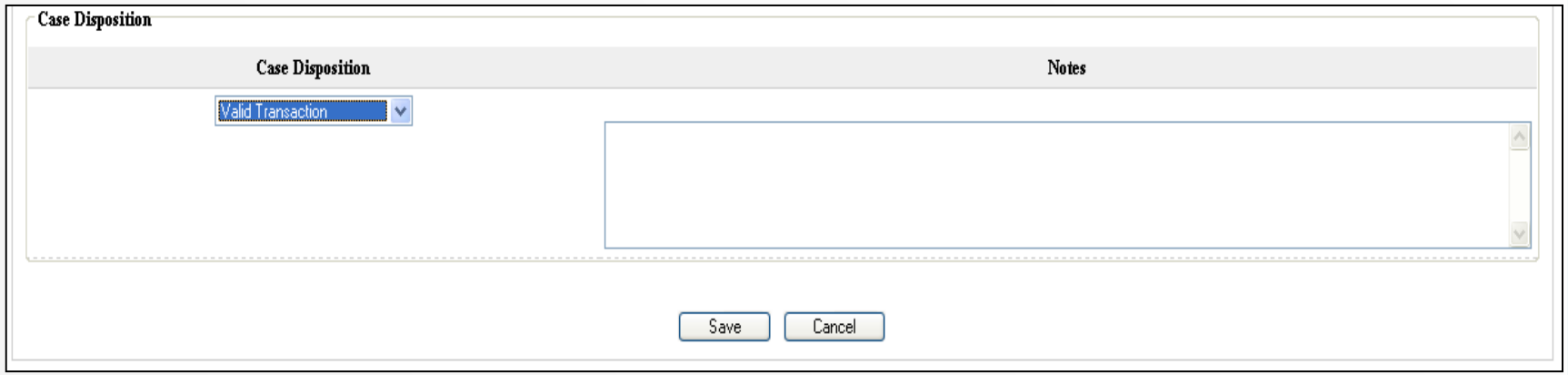
Case Disposition Section



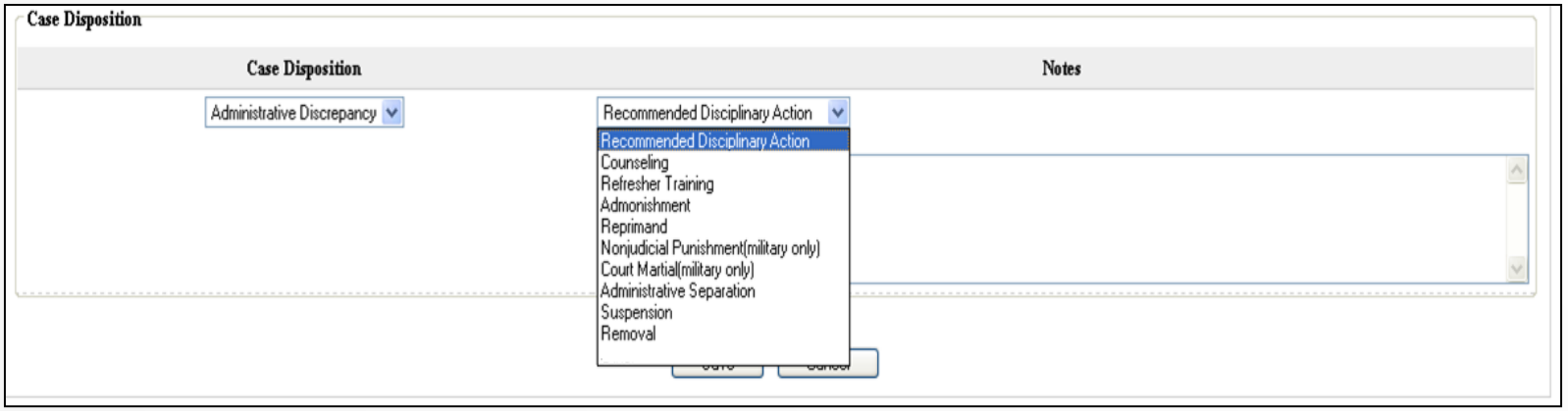
Case Disposition Section



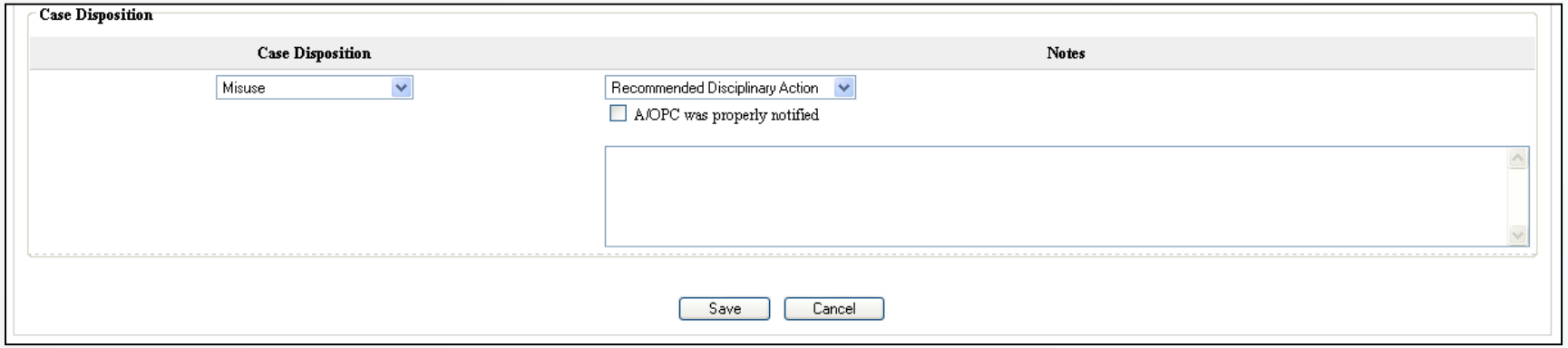
Case Disposition Section



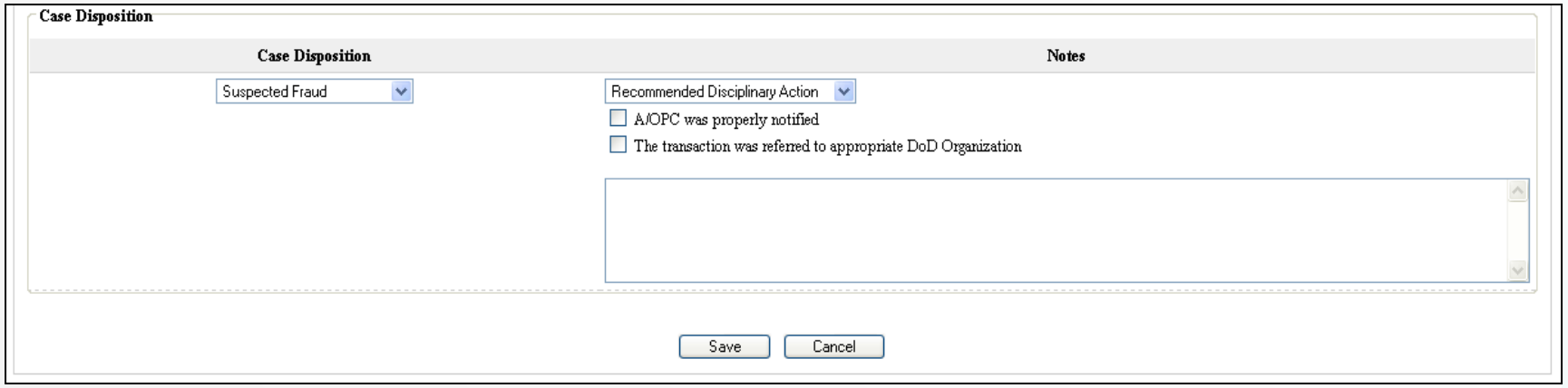
Case Disposition Section



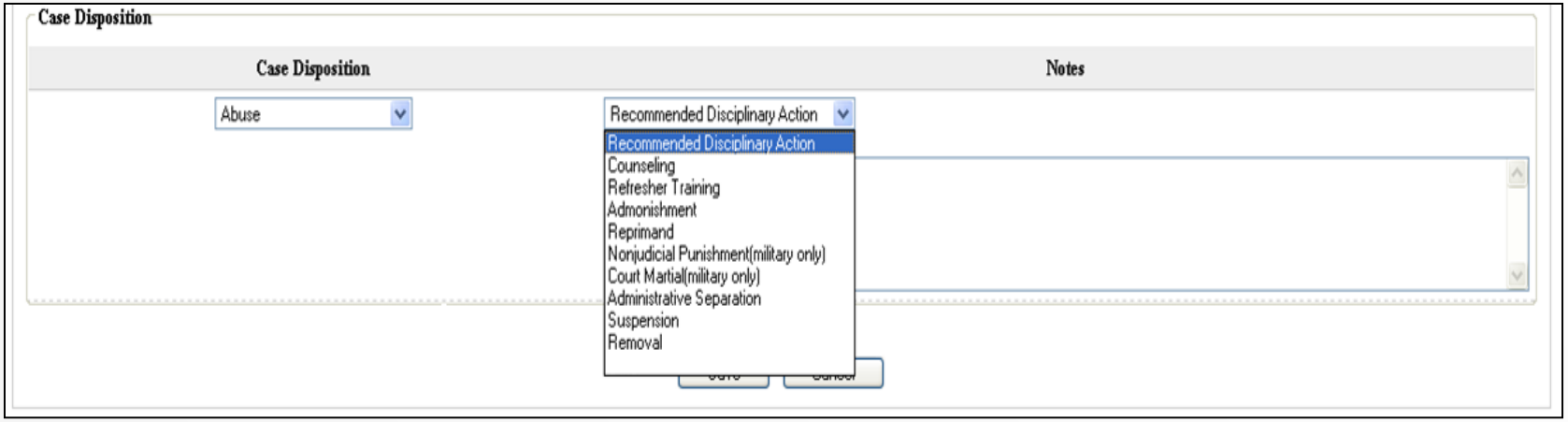
Case Disposition Section



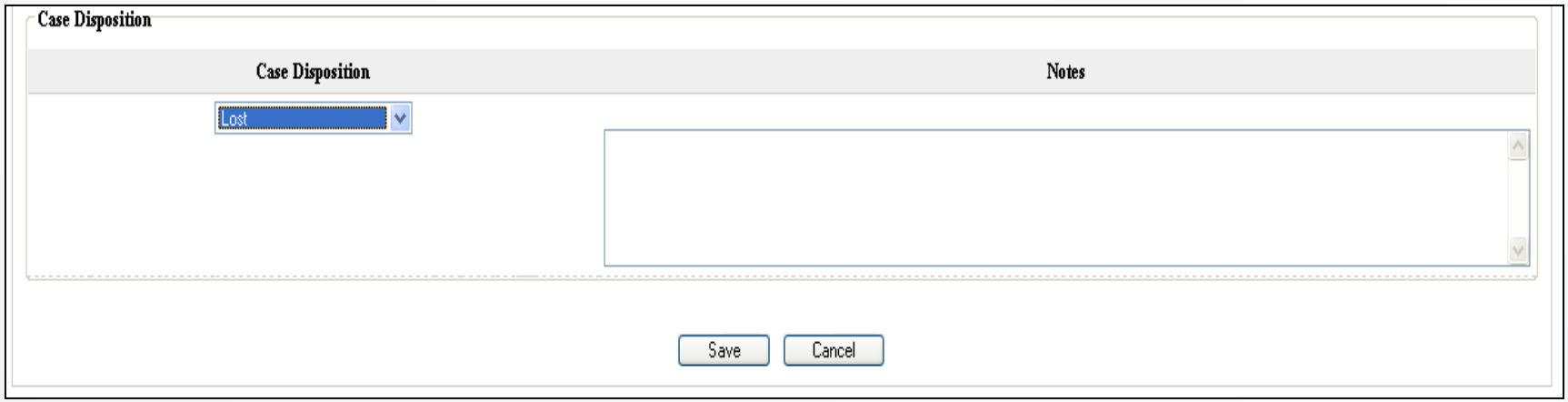
Case Disposition Section



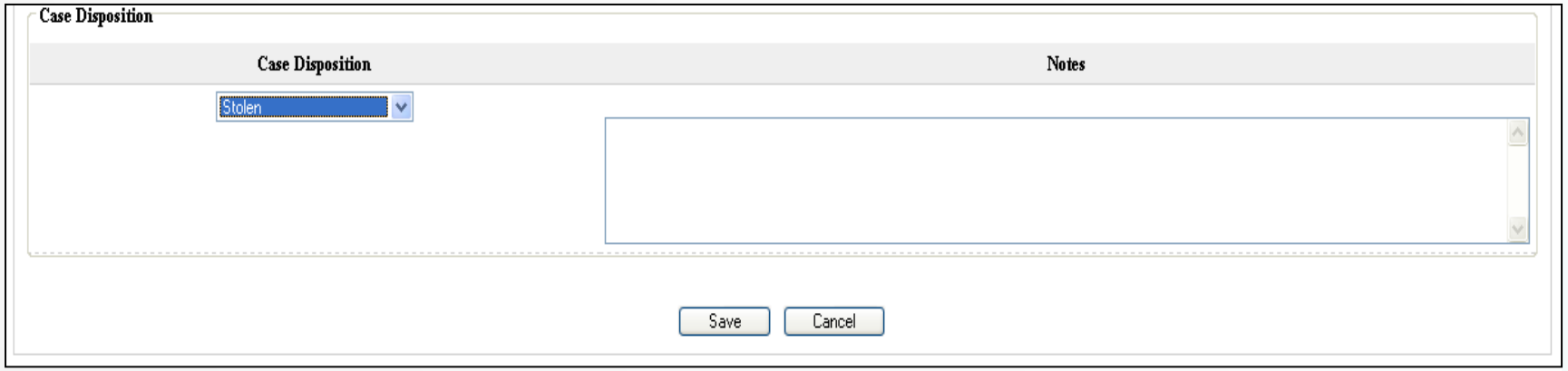
Case Disposition Section



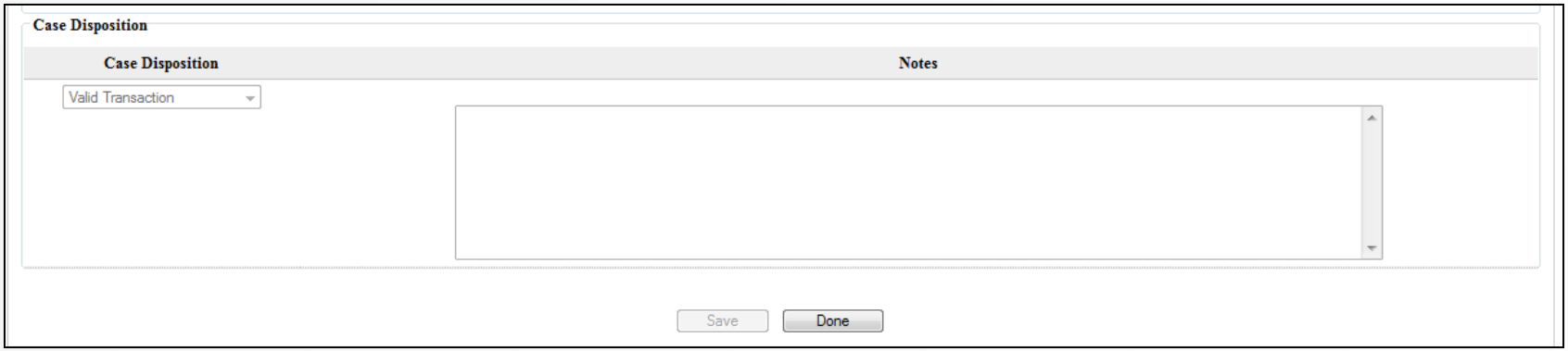
Case Disposition Section



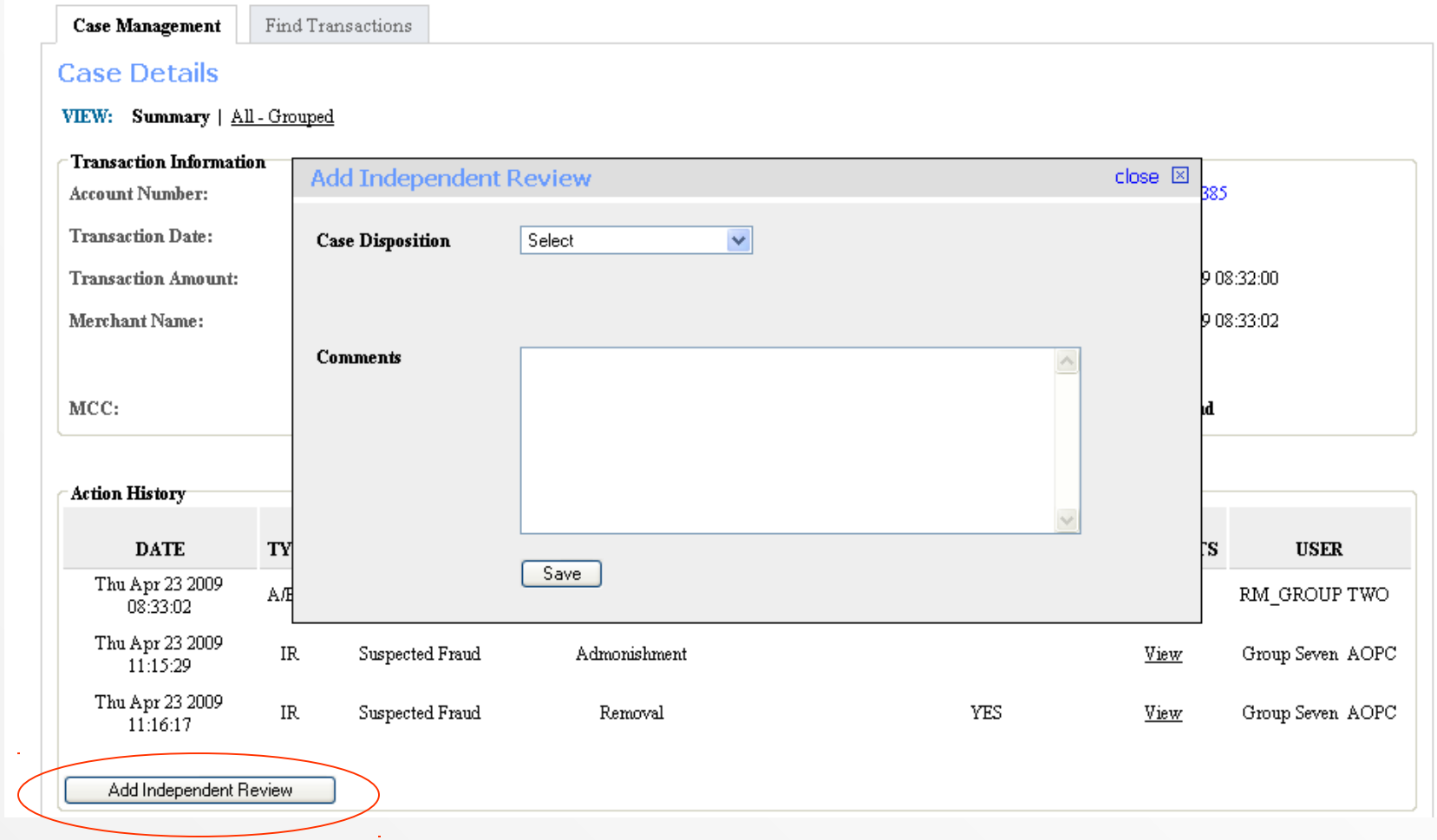
Case Disposition Section



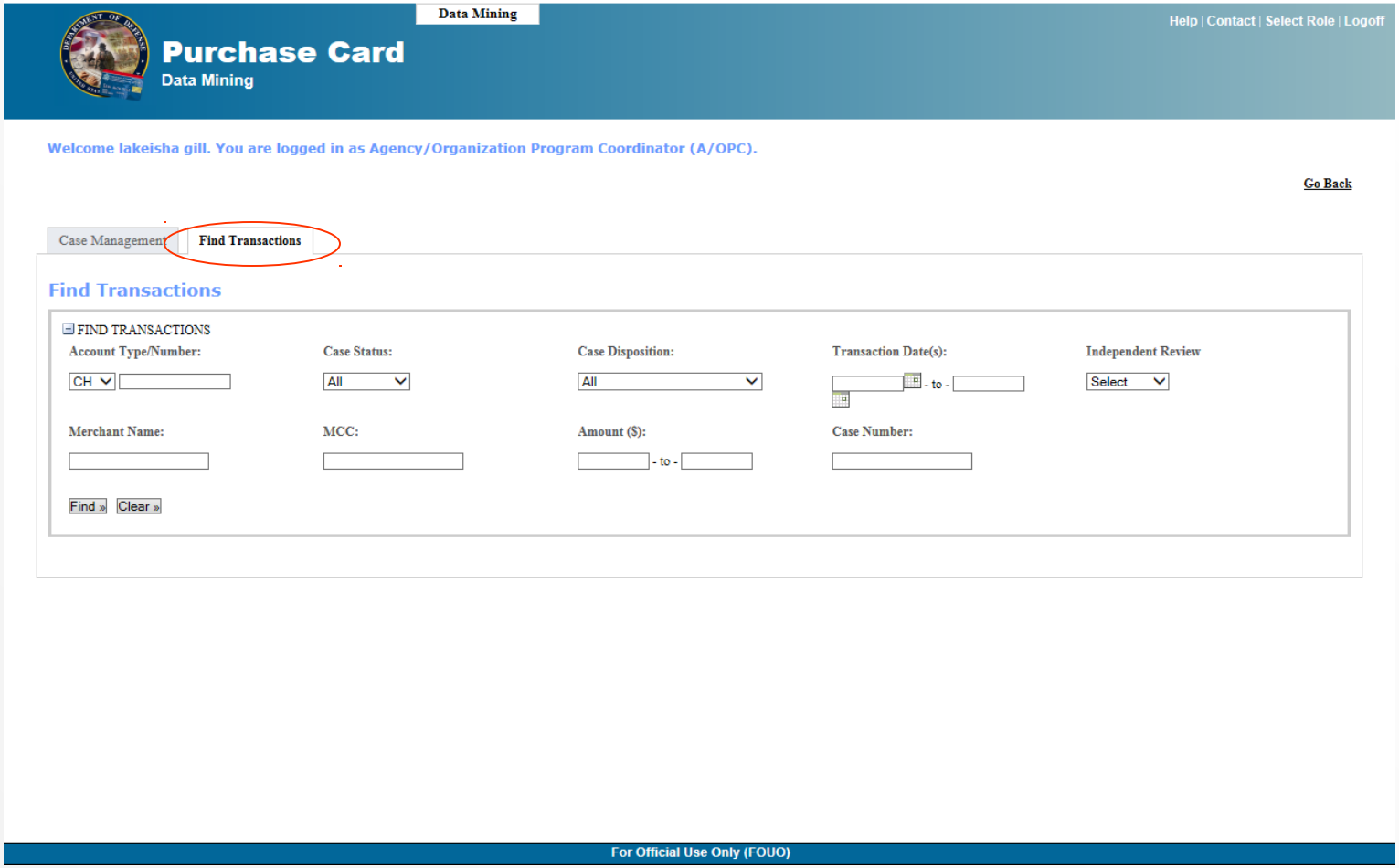
Case Disposition Section



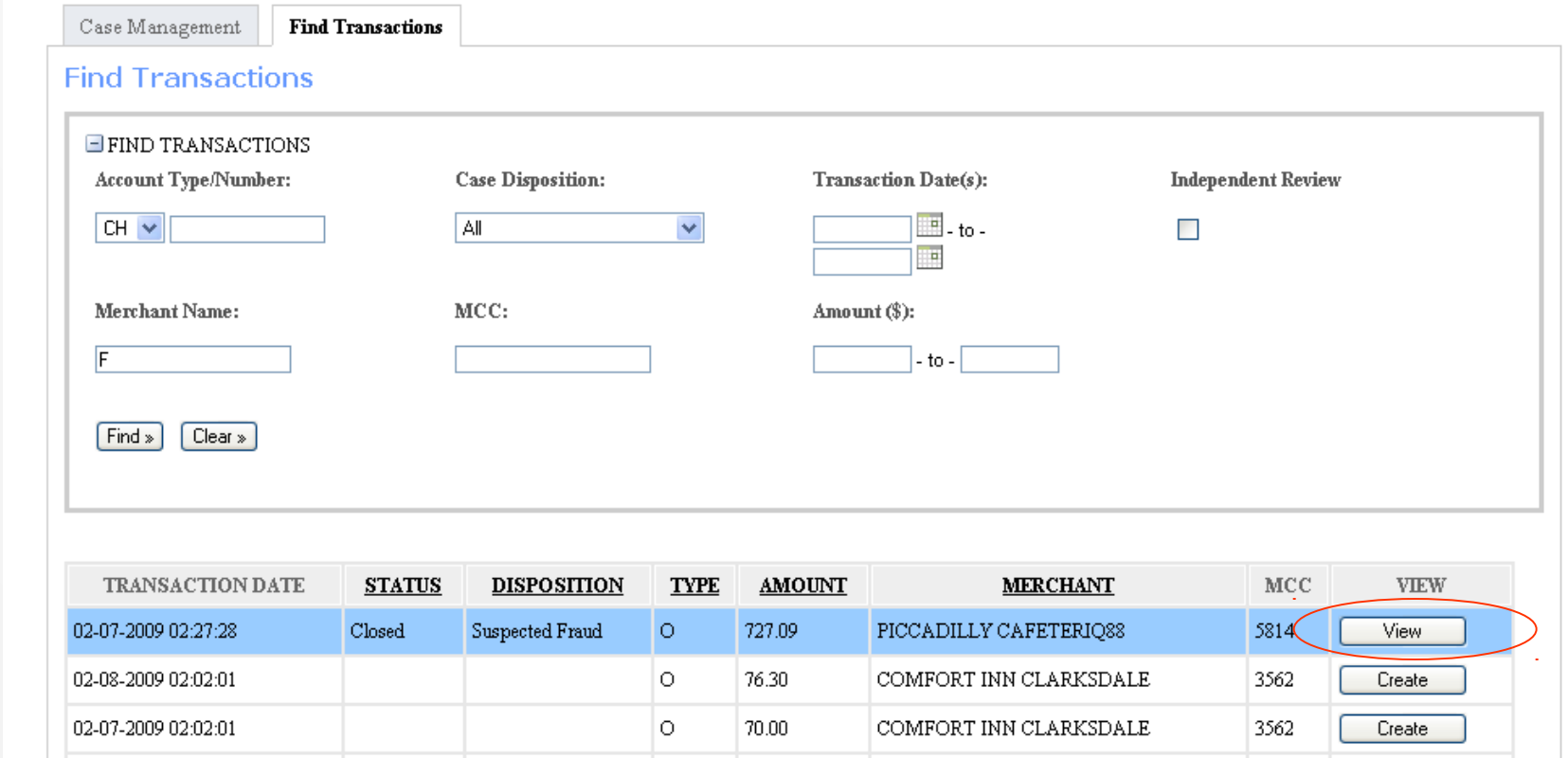
Case Management: Independent Review



Find Transactions



Self Initiate Cases



Purchase Card On-line System (PCOLS)

This concludes the PCOLS Continuous Learning Module for the Data Mining